

Complaints Monitoring Report Education

Quarter 2 2021/22 – 1 July – 30 September 2021

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
Total number of complaints received	8	9	5	20	10
Total number of complaints closed	5	10	2	20	7
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	1	20%	6	60%	1	50%	6	30%	4	57%
Number of complaints closed - Investigative	4	80%	3	30%	1	50%	14	70%	3	43%
Number of complaints closed - Escalated	0	0%	1	10%	0	0%	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	100%	3	50%	1	100%	1	20%	1	25%
Number of Frontline complaints partially upheld	0	0%	1	16.7%	0	0%	0	0%	1	25%
Number of Frontline complaints not upheld	0	0%	2	33.3%	0	0%	1	20%	1	25%
Number of Complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	4	60%	1	25%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	25%	0	0%	0	0%	2	14%	2	67%
Number of Investigative complaints partially upheld	2	50%	0	0%	1	100%	0	0%	0	0%
Number of Investigative complaints not upheld	1	25%	3	100%	0	0%	11	79%	1	33%
Number of Complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	1	7%	0	0%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	0	0%	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints partially upheld	N/A	N/A	0	0%	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints not upheld	N/A	N/A	1	100%	N/A	N/A	N/A	N/A	N/A	N/A
Number of Complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22
Average time in working days for a full response - Frontline	6	6	1	6	11
Average time in working days for a full response - Investigative	19	18	30	16	13
Average time in working days for a full response - Escalated	N/A	17	N/A	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	0	0%	3	50%	1	100%	3	50%	2	50%
Number of complaints closed within 20 working days - Investigative	3	75%	2	66.7%	0	0%	1	93%	3	100%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	1	100%	N/A	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		Q2 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	1	16.7%	0	0%	2	33%	2	50%
Number of complaints with an extension – Investigative or Escalated Investigative	1	25%	1	33.3%	1	100%	1	7%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002880917	Process/Procedure	Upheld	Quality Improvement Officer	Member of staff is now present in the playground during the time pupils arrive on school transport until the start of the school day.
101002838414	Other	Upheld	Early Years Service Manager	New systems and training to be put in place by nursery. Note this is a partner nursery.

101002840249	Complaint Against Staff	Upheld	Early Years Service Manager	Nursery team to work on improving communication and relational working. Consideration to be given to decision making (operational vs. strategic) to ensure clarity for all.
UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002889025	Process/Procedure	Partially Upheld	Quality Improvement Officer	Number of Covid cases within school provided to complainant.
101002850756	Complaint Against Staff	Resolution	Quality Improvement Officer	QIO liaised with parent and school Guidance Teacher and reinforced the pupil's needs from staff.