

Complaints Monitoring Report Education

Quarter 4 2021/22 – 1 January – 31 March 2022

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
Total number of complaints received	5	20	10	11	29
Total number of complaints closed	2	20	7	14	20
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	Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	1	50%	6	30%	4	57%	6	43%	18	90%
Number of complaints closed - Investigative	1	50%	14	70%	3	43%	5	36%	2	10%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	3	21%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	100%	1	20%	1	25%	1	17%	3	17%
Number of Frontline complaints partially upheld	0	0%	0	0%	1	25%	0	0%	0	0%
Number of Frontline complaints not upheld	0	0%	1	20%	1	25%	5	83%	12	67%
Number of Complaints (Resolution)	N/A	N/A	4	60%	1	25%	0	0%	3	17%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	2	14%	2	67%	1	20%	1	50%
Number of Investigative complaints partially upheld	1	100%	0	0%	0	0%	1	20%	0	0%
Number of Investigative complaints not upheld	0	0%	11	79%	1	33%	3	60%	1	50%
Number of Complaints (Resolution)	N/A	N/A	1	7%	0	0%	0	0%	0	0%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	N/A	N/A	N/A	N/A	1	33%	N/A	N/A
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	2	67%	N/A	N/A
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	N/A	N/A
Number of Complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	N/A	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
Average time in working days for a full response - Frontline	1	6	11	4	5
Average time in working days for a full response - Investigative	30	16	13	24	5
Average time in working days for a full response - Escalated	N/A	N/A	N/A	25	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	Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	100%	3	50%	2	50%	5	83%	10	56%
Number of complaints closed within 20 working days - Investigative	0	0%	1	93%	3	100%	1	20%	2	100%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	2	67%	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	Q4 2020/21		Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	2	33%	2	50%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	1	100%	1	7%	0	0%	2	25%	2	100%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003017197	Process/Procedure	Upheld	Business Support Officer	Central Education teams to work with school to resolve the situation to ensure pupil can feel safe in returning to school.
101003020869	Other	Upheld	Business Support Officer	School reviewed content of Covid 'low risk letters' so it is clearer for parents.
101003021623	Process/Procedure	Upheld	Business Support Officer	More robust and targeted level of support to be put in place by the school with a more focused team around the child.

101003019208	Complaint against staff	Upheld	Business Support Officer	Apology from the school sent regards conduct of member of the administration team.
101002986671	Other	Resolution	Business Support Officer	Complainant content with information provided regards absence of pupil.
101003001884	Other	Resolution	Business Support Officer	School responded with information regards School Uniform policy that complainant was seeking.
101003009005	Other	Resolution	Business Support Officer	Quality Improvement Officer working with school and parent council around child safety and wellbeing.