

**Complaints Monitoring Report
Education Resources and Communities**

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	6	5	5	5	2
Total number of complaints closed	5	6	3	6	3
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	3	60%	3	50%	2	67%	1	16.7%	1	33%
Number of complaints closed - Investigative	2	40%	3	50%	1	33%	5	83.3%	2	67%
Number of complaints closed - Escalated	0	0%	0	0%	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	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	33.3%	1	33%	0	0%	1	100%	0	0%
Number of Frontline complaints partially upheld	2	66.7%	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	0	0%	0	0%	2	100%	0	0%	1	100%
Number of Frontline complaints (Resolution)	N/A	N/A	2	67%	0	0%	0	0%	0	0%

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%	0	0%	0	0%	0	0%	1	50%
Number of Investigative complaints partially upheld	0	0%	1	33.3%	0	0%	3	60%	0	0%
Number of Investigative complaints not upheld	2	100%	2	66.7%	1	100%	2	40%	1	50%
Number of Investigative complaints (Resolution)	N/A	N/A	0	0%	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	N/A	N/A	N/A	N/A
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated 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	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	3	3	6	2	3
Average time in working days for a full response - Investigative	18	24	4	20	25
Average time in working days for a full response - Escalated	N/A	N/A	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	Q 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	3	100%	3	100%	1	50%	1	100%	1	100%
Number of complaints closed within 20 working days - Investigative	2	100%	0	0%	1	100%	4	80%	1	50%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	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	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	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	N/A	N/A	N/A	N/A	N/A	N/A	1	20%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002984432	Process/Procedure	Upheld	Head of Education Resources & Communities	Arrangements will be made to allow pupil's start and finish times to reflect current best practice and agreed through the Child Planning process. Current arrangement of not allowing pupil to leave the transport until an escort is ready to take them inside will be reviewed and amended to ensure pupil can enter school on arrival and in line with normal school hours.