

Complaints Monitoring Report Education

Quarter 1 2022/23 – 1 April – 30 June 2022

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23
Total number of complaints received	20	10	11	29	24
Total number of complaints closed	20	7	14	20	16
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	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	6	30%	4	57%	6	43%	18	90%	9	56%
Number of complaints closed - Investigative	14	70%	3	43%	5	36%	2	10%	7	44%
Number of complaints closed - Escalated	0	0%	0	0%	3	21%	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	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	20%	1	25%	1	16.7%	3	16.7%	2	22%
Number of Frontline complaints partially upheld	0	0%	1	25%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	1	20%	1	25%	5	83.3%	12	67%	7	78%
Number of Complaints (Resolution)	4	60%	1	25%	0	0%	3	16.7%	0	0%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	14%	2	67%	1	20%	1	50%	1	14%
Number of Investigative complaints partially upheld	0	0%	0	0%	1	20%	0	0%	4	57%
Number of Investigative complaints not upheld	11	79%	1	33%	3	60%	1	50%	2	29%
Number of Complaints (Resolution)	1	7%	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	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	N/A	N/A	1	33.3%	N/A	N/A	N/A	N/A
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	2	66.7%	N/A	N/A	N/A	N/A
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	N/A	N/A
Number of Complaints (Resolution)	N/A	N/A	N/A	N/A	0	0%	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	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23
Average time in working days for a full response - Frontline	6	11	4	5	5
Average time in working days for a full response - Investigative	16	13	24	5	38
Average time in working days for a full response - Escalated	N/A	N/A	25	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	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	3	50%	2	50%	5	83.3%	10	55.6%	7	78%
Number of complaints closed within 20 working days - Investigative	1	93%	3	100%	1	20%	2	100%	0	0%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	2	66.7%	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	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	2	33%	2	50%	0	0%	0	0%	1	11%
Number of complaints with an extension – Investigative or Escalated Investigative	1	7%	0	0%	2	25%	2	100%	5	71%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003072763	Bullying	Upheld	Business Support Officer (Education)	Rough play is now discouraged, Pupil Support Assistants will now stop this as soon as it is witnessed. Further safeguarding measures have been put in place such as increased supervision at break times and a member of the Senior Leadership Team monitoring P6/7 play at break times.

101003084020	Complaint Against Staff	Upheld	Business Support Officer (Education)	Staff will be reminded of social media policy. Internal measures are being undertaken with member of staff involved in the incident.
101003071676	Other	Upheld	Business Support Officer (Education)	Teachers at the school have been given additional safeguarding training in advance of annual training in August. A review of the school's communication with parents will take place.
101003002910	Process/Procedure	Partially Upheld	Business Support Officer (Education)	Assessments and child's planning meetings are now set up to ensure the consistent review of pupil's learning needs as part of the staged intervention approach. A review of our communication to parents. Continued staff development in supporting all learners. Ongoing review of the anti-bullying policy.
101003012593	Process/Procedure	Partially Upheld	Business Support Officer (Education)	Nothing specific identified, teams are working to provide support and avoid further exclusion.
101003032689	Process/Procedure	Partially Upheld	Business Support Officer (Education)	Review of absence reporting procedures and overall communication about this; full adherence to the Supporting All Learners Policy as agreed by head teachers; a review of communication to parents with particular reference to our staged interventions approach.
101003033979	Process/Procedure	Partially Upheld	Business Support Officer (Education)	School to ensure a better solution in the future.