

Complaints Monitoring Report Education

Quarter 2 2022/23 – 1 July – 30 September 2022

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23
Total number of complaints received	10	11	29	24	16
Total number of complaints closed	7	14	20	16	24
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 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	4	57%	6	43%	18	90%	9	56%	12	50%
Number of complaints closed - Investigative	3	43%	5	36%	2	10%	7	44%	12	50%
Number of complaints closed - Escalated	0	0%	3	21%	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 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	25%	1	16.7%	3	16.7%	2	22%	0	0%
Number of Frontline complaints partially upheld	1	25%	0	0%	0	0%	0	0%	1	8%
Number of Frontline complaints not upheld	1	25%	5	83.3%	12	67%	7	78%	10	83%
Number of Complaints (Resolution)	1	25%	0	0%	3	16.7%	0	0%	1	8%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	67%	1	20%	1	50%	1	14%	5	42%
Number of Investigative complaints partially upheld	0	0%	1	20%	0	0%	4	57%	1	8%
Number of Investigative complaints not upheld	1	33%	3	60%	1	50%	2	29%	6	50%
Number of Complaints (Resolution)	0	0%	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	Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	1	33.3%	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints partially upheld	N/A	N/A	2	66.7%	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints not upheld	N/A	N/A	0	0%	N/A	N/A	N/A	N/A	N/A	N/A
Number of Complaints (Resolution)	N/A	N/A	0	0%	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 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23
Average time in working days for a full response - Frontline	11	4	5	5	17
Average time in working days for a full response - Investigative	13	24	5	38	31
Average time in working days for a full response - Escalated	N/A	25	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 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	50%	5	83.3%	10	55.6%	7	78%	4	33%
Number of complaints closed within 20 working days - Investigative	3	100%	1	20%	2	100%	0	0%	3	25%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	2	66.7%	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 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	2	50%	0	0%	0	0%	1	11%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	2	25%	2	100%	5	71%	2	17%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003092612	Other	Upheld	Business Support Officer	This has been upheld due to staff miscommunication. Staff will ensure all contact made more directly.
101003094287	Other	Upheld	Business Support Officer	Investigation was carried out and device removed.
101003096236	Process/Procedure	Upheld	Head of Education	A more systematic approach to pupil's learning in supporting his return to school should have been put in place. Staff have been reminded of the legal requirement to provide an education for children with long term absence; Learning has been taken from the

				matter and appropriate steps are now in place to ensure it does not re-occur; a Child Planning meeting has been held and a plan has been implemented involving other services to support pupil back into school full time.
101003096236	Process/Procedure	Upheld	Head of Education	A more systematic approach to pupil's learning in supporting his return to school should have been put in place. Staff have been reminded of the legal requirement to provide an education for children with long term absence; Learning has been taken from the matter and appropriate steps are now in place to ensure it does not re-occur; a Child Planning meeting has been held and a plan has been implemented involving other services to support pupil back into school full time.
101003112134	Other	Upheld	Head of Education Resources & Communities	The RAF Childcare Centre did not have enough room to accommodate a bed and hoist changing facilities for child. Discussions have started on what can be provided for next summer's activities.
101003080264	Other	Partially Upheld	Business Support Officer	No Resolution note made. No Action recorded.
101003091765	Bullying	Partially Upheld	Head of Education	Two of the four heads of complaint were upheld. A specific behaviour support plan is being developed for pupil starting a new class with a new teacher. The school have reminded staff of how best to react to a similar situation should this occur in future. A review will take place after the Summer break of the strategies currently being used through the child's planning process. All staff should be aware of these in terms of meeting the needs of the pupil. A referral to SEBN (Social, Emotional and Behavioural Needs) will be made once the schools have returned from their break.