

## Complaints Monitoring Report Education Resources and Communities

Quarter 3 2023/24 – 1 January to 31 March 2024

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24
Total number of complaints received	5	15	6	1	3
Total number of complaints closed	5	15	4	3	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.					

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
<b>NUMBER AND PERCENTAGE CLOSED</b>	Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	3	60%	14	93%	4	100%	2	67%	3	100%
Number of complaints closed - Investigative	1	20%	1	7%	0	0%	1	33%	0	0%
Number of complaints closed - Escalated	1	20%	0	0%	0	0%	0	0%	0	0%

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>FRONTLINE</b>	Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	3	100%	1	7%	2	50%	1	50%	1	33%
Number of Frontline complaints partially upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	0	0%	13	93%	2	50%	1	50%	2	67%
Number of Frontline complaints (Resolution)	0	0%	0	0%	0	0%	0	0%	0	0%

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>INVESTIGATIVE</b>	Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	N/A	N/A	0	0%	N/A	N/A
Number of Investigative complaints partially upheld	0	0%	0	0%	N/A	N/A	0	0%	N/A	N/A
Number of Investigative complaints not upheld	1	100%	1	100%	N/A	N/A	1	100%	N/A	N/A
Number of Investigative complaints (Resolution)	0	0%	0	0%	N/A	N/A	0	0%	N/A	N/A

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>ESCALATED</b>	Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints partially upheld	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints not upheld	1	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints (Resolution)	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24
Average time in working days for a full response - Frontline	5	5	4	13	7
Average time in working days for a full response - Investigative	20	6	N/A	25	N/A
Average time in working days for a full response - Escalated	51	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	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q4 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	3	100%	12	86%	3	75%	0	0%	1	33%
Number of complaints closed within 20 working days - Investigative	1	100%	1	100%	N/A	N/A	0	0%	N/A	N/A
Number of complaints closed within 20 working days - Escalated	0	0%	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	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q4 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	1	7%	1	25%	1	50%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	N/A	N/A	1	100%	N/A	N/A

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003483712	Other	Upheld	Mhairi Blake	Treatment by staff at Forres Library whilst handing in books. Complainant felt humiliated by the manner in which they were spoken to. <b>ACTION TAKEN</b> – Staff had not been sensitive to the situation and service did not meet standards. Staff reminded of best practice and updated policy on charges.