

Complaints Monitoring Report Education

Quarter 4 2023/24 – 1 January to 31 March 2024

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24
Total number of complaints received	15	28	16	19	30
Total number of complaints closed	16	14	17	22	10
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 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	6	38%	11	79%	6	35%	9	41%	4	40%
Number of complaints closed - Investigative	0	%	3	21%	11	65%	11	50%	6	60%
Number of complaints closed - Escalated	10	62%	0	0%	0	0%	2	9%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	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	1	17%	1	9%	2	33%	2	22%	2	50%
Number of Frontline complaints partially upheld	0	0%	0	0%	0	0%	1	11%	0	0%
Number of Frontline complaints not upheld	5	83%	10	91%	4	67%	6	67%	2	50%
Number of Complaints (Resolution)	0	0%	0	0%	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 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%	1	33%	0	0%	1	9%	0	0%
Number of Investigative complaints partially upheld	0	0%	0	0%	4	36%	3	27%	2	33%
Number of Investigative complaints not upheld	0	0%	2	67%	7	64%	7	64%	4	67%
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	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	1	50%	N/A	N/A
Number of Escalated complaints partially upheld	5	50%	N/A	N/A	N/A	N/A	1	50%	N/A	N/A
Number of Escalated complaints not upheld	5	50%	N/A	N/A	N/A	N/A	0	0%	N/A	N/A
Number of Complaints (Resolution)	0	0%	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 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24
Average time in working days for a full response - Frontline	7	7	7	7	4
Average time in working days for a full response - Investigative	N/A	23	26	30	25
Average time in working days for a full response - Escalated	26	N/A	N/A	60	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 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	22%	6	55%	4	67%	2	22%	3	75%
Number of complaints closed within 20 working days - Investigative	0	0%	1	33%	3	27%	1	33%	2	33%
Number of complaints closed within 20 working days - Escalated	3	30%	N/A	N/A	N/A	N/A	0	0%	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 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	1	9%	1	17%	0	0%	1	25%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	2	67%	7	64%	9	69%	2	33%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003475168	Other	Upheld	Business Support Officer (Education)	Concerns raised around elements of support plan in place for son. ACTION TAKEN – Acknowledged parent concerns and school have made a number of changes. These include changes to lunch times and updated protocols for administering medication.
101003481499	Other	Upheld	Business Support Officer (Education)	Complainant raised issue with non-blue badge holders regularly using the disabled parking space at the school. ACTION TAKEN – Acknowledged issue raised by parent. School will be reminding parents and staff of the parking regulations around the school, in particular the use of disabled parking bays.
101003438850	Other	Partially Upheld	Business Support Officer (Education)	Complaint around the lack of empathy and support provided by the school towards complainant's daughter.

				<p>ACTION TAKEN – Two of the five elements within the complaints upheld, acknowledged and apology provided to parent. School have reviewed lunch time support and staff reminded that pupils should not be banned from art classes.</p>
101003471916	Process / Procedure	Partially Upheld	Business Support Officer (Education)	<p>Complaint about the filming of school event without the consent of senior phase students and the use of personal technology for taking media images.</p> <p>ACTION TAKEN – School acknowledged due guidance was not followed and apology given. Computer policy to be updated to be more explicit about use of personal devices. School will also formally start requesting direct permission from over 16 year olds for their permission to take images at future events.</p>

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