

**Complaints Monitoring Report
Education Resources and Communities**

Quarter 1 2024/25 – 1 April to 30 June 2024

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25
Total number of complaints received	15	6	1	3	4
Total number of complaints closed	15	4	3	3	2

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 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	14	93%	4	100%	2	67%	3	100%	2	100%
Number of complaints closed - Investigative	1	7%	0	0%	1	33%	0	0%	0	0%
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	Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	7%	2	50%	1	50%	1	33%	0	0%
Number of Frontline complaints partially upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	13	93%	2	50%	1	50%	2	67%	2	100%
Number of Frontline 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	Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	N/A	N/A	0	0%	N/A	N/A	N/A	N/A
Number of Investigative complaints partially upheld	0	0%	N/A	N/A	0	0%	N/A	N/A	N/A	N/A
Number of Investigative complaints not upheld	1	100%	N/A	N/A	1	100%	N/A	N/A	N/A	N/A
Number of Investigative complaints (Resolution)	0	0%	N/A	N/A	0	0%	N/A	N/A	N/A	N/A

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25	
	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	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25
Average time in working days for a full response - Frontline	5	4	13	7	10
Average time in working days for a full response - Investigative	6	N/A	25	N/A	N/A
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		Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25	
		number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline		12	86%	3	75%	0	0%	1	33%	1	50%
Number of complaints closed within 20 working days - Investigative		1	100%	N/A	N/A	0	0%	N/A	N/A	N/A	N/A
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		Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25	
		number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline		1	7%	1	25%	1	50%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative		0	0%	N/A	N/A	1	100%	N/A	N/A	N/A	N/A

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
N/A				