

Complaints Monitoring Report Education

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	28	16	19	30	17
Total number of complaints closed	14	17	22	10	20
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	11	79%	6	35%	9	41%	4	40%	1	5%
Number of complaints closed - Investigative	3	21%	11	65%	11	50%	6	60%	15	75%
Number of complaints closed - Escalated	0	0%	0	0%	2	9%	0	0%	4	20%

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	9%	2	33%	2	22%	2	50%	1	100%
Number of Frontline complaints partially upheld	0	0%	0	0%	1	11%	0	0%	0	0%
Number of Frontline complaints not upheld	10	91%	4	67%	6	67%	2	50%	0	0%
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	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	1	33%	0	0%	1	9%	0	0%	1	7%
Number of Investigative complaints partially upheld	0	0%	4	36%	3	27%	2	33%	9	60%
Number of Investigative complaints not upheld	2	67%	7	64%	7	64%	4	67%	5	33%
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	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	1	50%	N/A	N/A	0	0%
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	1	50%	N/A	N/A	2	50%
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	2	50%
Number of Complaints (Resolution)	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	0	0%

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	7	7	7	4	5
Average time in working days for a full response - Investigative	23	26	30	25	35
Average time in working days for a full response - Escalated	N/A	N/A	60	N/A	30

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	6	55%	4	67%	2	22%	3	75%	1	100%
Number of complaints closed within 20 working days - Investigative	1	33%	3	27%	1	33%	2	33%	0	0%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	1	25%

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	9%	1	17%	0	0%	1	25%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	2	67%	7	64%	9	69%	2	33%	11	73%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003554341	Other	Upheld	Business Support Officer (Education)	Disabled parking space being used by school staff with no blue badge. ACTION TAKEN – Initial complaint received seven months ago, action taken at time, however issue remains with staff continuing to park in disabled parking bay. Further complaint received, Head teacher reminded staff not to park and temporary signage has now been put in place. Acknowledgement and apology given to complainant.
101003515784	Other	Partially Upheld	Business Support Officer (Education)	Complaint regards incident at school and measures taken not working. ACTION TAKEN – Acknowledged that measures initially put in place after incident have not worked as two further incidents have occurred. Measures have been updated and will be monitored to see if this alleviates any further issues.

101003516592	Other	Partially Upheld	Business Support Officer (Education)	<p>Complaint regards actions of Pupil Support Assistant towards complainant's son.</p> <p>ACTION TAKEN – Acknowledged that PSA actions were inappropriate and measures originally put in place to keep staff member away from pupil had not remained in place. Apology given to parent with assurances that measures had been reintroduced to ensure staff member no longer working with pupil, and support offered to pupil.</p>
101003518107	Other	Partially Upheld	Business Support Officer (Education)	<p>Complaint regards communication with parents over their son's education.</p> <p>ACTION TAKEN – Acknowledged that response from school to parent email was inappropriate, apology given. Also acknowledged that school staff should not discuss pupils' education with mother of child at school where she is carrying out her teaching role, this is unprofessional and apology provided.</p>
101003518229	Other	Partially Upheld	Business Support Officer (Education)	<p>Delay and lack of updates regards review of SAR data request.</p> <p>ACTION TAKEN – Acknowledgement and apology given for prolonged delay and lack of updates in response to review of SAR data held at daughter's school. Apology also given for school not following procedures in sharing data with daughter's father. New Head teacher to record all pupil information and staff reminded about communication procedures.</p>
101003518263	Other	Partially Upheld	Business Support Officer (Education)	<p>Complaint regards action of Pupil Support Assistant towards complainant's daughter.</p> <p>ACTION TAKEN – Apology given for inappropriate actions of Pupil Support Assistant shouting at pupil. Senior school staff have discussed issue with PSA and appropriate action taken.</p>
101003520620	Other	Partially Upheld	Business Support Officer (Education)	<p>Failure of school to respect religion of pupil in relation to celebrating events such as Christmas.</p> <p>ACTION TAKEN – Request to keep daughter away from activities celebrating religious events such as Christmas have not been adhered, apology given with assurances that alternative activities will be provided.</p>
101003520631	Other	Partially Upheld	Complaints Officer	<p>Complaints relating to treatment of complainant and her son by school staff.</p>

				<p>ACTION TAKEN – Three of ten complaint points upheld, with appropriate action taken against those upheld. This included improved recording of pupil data, strategies put in place to deal with challenging meetings and communication issues identified with senior management when a child has been withdrawn from school.</p>
101003520973	Complaint Against Staff	Partially Upheld	Business Support Officer (Education)	<p>Complaint on language used by staff member to parent.</p> <p>ACTION TAKEN – Apology given for the language used to parent regards the behaviour of their son. Acknowledged this was inappropriate and staff member reminded of conduct required when communicating with the public.</p>
101003521919	Other	Partially Upheld	Business Support Officer (Education)	<p>Complaint regards pupil being left at swimming pool and school not making parents aware until they contacted school.</p> <p>ACTION TAKEN – Apology given for school staff leaving complainants son behind at swimming pool and returning to school without him. Further apology given for lack of communication in discussing incident with parent until they had raised incident with school. School have put new measures in place such as class registers for going to and leaving swimming pool. Communication will also be improved in contacting parents for any school related incidents.</p>
101003524904	Other	Partially Upheld	Business Support Officer (Education)	<p>Complainant disagreeing with allegations of their behaviour in picking up pupil.</p> <p>ACTION TAKEN – Majority of complaint points were not upheld regards complainant denying aggressive behaviour. One element of complaint upheld was school staffs repeated efforts to discuss pupils' behaviour, complainant requested school staff to discuss with pupils' parent and not them - apology given.</p>
101003527104	Other	Partially Upheld	Business Support Officer (Education)	<p>Failure of Quality Improvement Officer replying to complainant's email.</p> <p>ACTION TAKEN – QIO acknowledged delay in responding to email, apology given with response.</p>
101003549238	Other	Upheld	Business Support Officer (Education)	<p>Delay in response to email from Central Education Office.</p> <p>ACTION TAKEN – Acknowledged delay in responding to complainant's email, apology given. Response now provided addressing issues raised and</p>

				assuring complainant that school is reviewing their approaches and support for pupils.
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