

## Complaints Monitoring Report Education Resources and Communities

**Quarter 2 2024/25 – 1 July to 30 September 2024**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25
Total number of complaints received	6	1	3	4	4
Total number of complaints closed	4	3	3	2	5

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>	Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	4	100%	2	67%	3	100%	2	100%	3	60%
Number of complaints closed - Investigative	0	0%	1	33%	0	0%	0	0%	0	0%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	2	40%

<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>	Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	2	50%	1	50%	1	33%	0	0%	1	33%
Number of Frontline complaints partially upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	2	50%	1	50%	2	67%	2	100%	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>	Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	N/A	N/A	0	0%	N/A	N/A	N/A	N/A	N/A	N/A
Number of Investigative complaints partially upheld	N/A	N/A	0	0%	N/A	N/A	N/A	N/A	N/A	N/A
Number of Investigative complaints not upheld	N/A	N/A	1	100%	N/A	N/A	N/A	N/A	N/A	N/A
Number of Investigative complaints (Resolution)	N/A	N/A	0	0%	N/A	N/A	N/A	N/A	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>	Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 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	0	0%
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	50%
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	50%
Number of Escalated complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0%

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25
Average time in working days for a full response - Frontline	4	13	7	10	5
Average time in working days for a full response - Investigative	N/A	25	N/A	N/A	N/A
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	15

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 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	3	75%	0	0%	1	33%	1	50%	3	100%
Number of complaints closed within 20 working days - Investigative	N/A	N/A	0	0%	N/A	N/A	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	2	100%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q2 2023/24		Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	1	25%	1	50%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	N/A	N/A	1	100%	N/A	N/A	N/A	N/A	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003631629	Complaint Against Staff	Upheld	Mhairi Blake	Complaint made about the 'Rude' manner of a member of leisure staff. <b>ACTION TAKEN:</b> No learning Outcome documented.
101003599395 linked to 101003553893	Process/Procedure	Partially Upheld	John Black	Complaint made regarding timescales in dealing with original complaint (101003553893), which is the element Partially Upheld. Four remaining heads of complaints relating to the original complaint were not upheld. <b>ACTION TAKEN:</b> Staff to be reminded of how to handle complaints