

Complaints Monitoring Report Education

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

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25
Total number of complaints received	16	19	30	17	11
Total number of complaints closed	17	22	10	20	12
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	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	6	35%	9	41%	4	40%	1	5%	4	33%
Number of complaints closed - Investigative	11	65%	11	50%	6	60%	15	75%	7	58%
Number of complaints closed - Escalated	0	0%	2	9%	0	0%	4	20%	1	8%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	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	33%	2	22%	2	50%	1	100%	0	0%
Number of Frontline complaints partially upheld	0	0%	1	11%	0	0%	0	0%	1	25%
Number of Frontline complaints not upheld	4	67%	6	67%	2	50%	0	0%	3	75%
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	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	0	0%	1	9%	0	0%	1	7%	2	29%
Number of Investigative complaints partially upheld	4	36%	3	27%	2	33%	9	60%	5	71%
Number of Investigative complaints not upheld	7	64%	7	64%	4	67%	5	33%	0	0%
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	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	1	50%	N/A	N/A	0	0%	0	0%
Number of Escalated complaints partially upheld	N/A	N/A	1	50%	N/A	N/A	2	50%	1	100%
Number of Escalated complaints not upheld	N/A	N/A	0	0%	N/A	N/A	2	50%	0	0%
Number of Complaints (Resolution)	N/A	N/A	0	0%	N/A	N/A	0	0%	0	0%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	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	7	7	4	5	6
Average time in working days for a full response - Investigative	26	30	25	35	38
Average time in working days for a full response - Escalated	N/A	60	N/A	30	27

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	4	67%	2	22%	3	75%	1	100%	2	50%
Number of complaints closed within 20 working days - Investigative	3	27%	1	33%	2	33%	0	0%	0	0%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	0	0%	N/A	N/A	1	25%	0	0%

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	17%	0	0%	1	25%	0	0%	1	25%
Number of complaints with an extension – Investigative or Escalated Investigative	7	64%	9	69%	2	33%	11	73%	5	63%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003636715	Process / Procedure	Partially Upheld	Head of Education and Business Support Officer (Education)	Delay in responding to complaint. ACTION TAKEN – Apology given for delay in responding to complainant with reinforcement actions put in place.
101003568222	Other	Partially Upheld	Business Support Officer (Education)	Complaint on the lack of inclusion and information around complainant's son at school. ACTION TAKEN – Acknowledgement and apology given to parent. Revised strategies have been put in place, which have seen a positive impact. Improved communication between school and parent also in place, with more robust information being provided.
101003575063	Bullying	Partially Upheld	Business Support Officer (Education)	Complaint around bullying incidents at son's school.

				ACTION TAKEN – Acknowledgement that initial measures to stop incidents had not worked, school have reviewed approaches and support with revised strategies now in place.
101003576064	Bullying	Partially Upheld	Complaints Officer and Business Support Officer (Education)	Communication of bullying incidents involving complainant's son. ACTION TAKEN – Acknowledgement and apology provided. School incorrectly recorded a bullying incident only on pupil's pastoral notes; the daily Communication book did not include enough information; and delay in contacting parent after an incident. Improved communication procedures have been put in place by school.
101003594455	Bullying	Partially Upheld	Business Support Officer (Education)	Complaint around various issues with school including bullying and lack of support / communication from staff. ACTION TAKEN – Two of the 13 elements of the complaint were upheld, with an apology provided. The two upheld areas were the delay in Child Planning Meeting minutes being sent, and the pupil's medication being out of date which the school should have checked. Processes have been reviewed and updated to avoid any future issues.
101003597647	Process / Procedure	Upheld	Business Support Officer (Education)	Complaint around lack of risk assessment for school activity. ACTION TAKEN – Acknowledged and apology given. School will carry out individual class assessments in future.
101003604694	Other	Upheld	Business Support Officer (Education)	Complaint that their child had a medicinal plaster placed on them by another pupil at school. ACTION TAKEN – Acknowledged and apology given. Staff to be more vigilant and parents reminded to make sure children do not take such items to school.
101003608647	Process / Procedure	Partially Upheld	Business Support Officer (Education)	Complaint around lack of support / communication from staff towards pupil and parents. ACTION TAKEN – One of the 10 elements of the complaint were upheld, which was acknowledged. Agreed that more Child Planning meetings be set up as part of improving communication between school and parents.
101003614694	Other	Partially Upheld	Quality Improvement Manager (Education)	Complaint around arrangements for daughters SQA examination.

				<p>ACTION TAKEN – School acknowledged that there were some issues arising on day of SQA examination regards timings and communication. Apology given for any upset and inconvenience caused. School have reviewed processes and measures have been taken to avoid future issues. Apology also given for delay in replying to original complaint.</p>
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