

Complaints Monitoring Report Education

Quarter 3 2024/25 – 1 October to 31 December 2024

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25
Total number of complaints received	19	30	17	11	18
Total number of complaints closed	22	10	20	12	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	Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	9	41%	4	40%	1	5%	4	33%	4	40%
Number of complaints closed - Investigative	11	50%	6	60%	15	75%	7	58%	6	60%
Number of complaints closed - Escalated	2	9%	0	0%	4	20%	1	8%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	2	22%	2	50%	1	100%	0	0%	0	0%
Number of Frontline complaints partially upheld	1	11%	0	0%	0	0%	1	25%	0	0%
Number of Frontline complaints not upheld	6	67%	2	50%	0	0%	3	75%	4	100%
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	Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	9%	0	0%	1	7%	2	29%	0	0%
Number of Investigative complaints partially upheld	3	27%	2	33%	9	60%	5	71%	2	33%
Number of Investigative complaints not upheld	7	64%	4	67%	5	33%	0	0%	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	Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	1	50%	N/A	N/A	0	0%	0	0%	N/A	N/A
Number of Escalated complaints partially upheld	1	50%	N/A	N/A	2	50%	1	100%	N/A	N/A
Number of Escalated complaints not upheld	0	0%	N/A	N/A	2	50%	0	0%	N/A	N/A
Number of Complaints (Resolution)	0	0%	N/A	N/A	0	0%	0	0%	N/A	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25
Average time in working days for a full response - Frontline	7	4	5	6	13
Average time in working days for a full response - Investigative	30	25	35	38	24
Average time in working days for a full response - Escalated	60	N/A	30	27	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	Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	22%	3	75%	1	100%	2	50%	0	0%
Number of complaints closed within 20 working days - Investigative	1	33%	2	33%	0	0%	0	0%	2	33%
Number of complaints closed within 20 working days - Escalated	0	0%	N/A	N/A	1	25%	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	Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	1	25%	0	0%	1	25%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	9	69%	2	33%	11	73%	5	63%	1	17%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003635528	Other	Partially Upheld	Business Support Officer (Education)	Concern from complainant that son is repeatedly being bullied at school. ACTION TAKEN: Two of the six aspects of the complaint were upheld. Acknowledged that issues had continued around the bullying of complainant's son and more should have been done by the school. Anti-bullying policy had not been fully followed. Apology given and school have put additional measures in place to support complainant's son.
101003658649	Other	Partially Upheld	Business Support Officer (Education)	Concern from complainant of son's safeguarding at school. ACTION TAKEN: One of the four aspects of the complaint was upheld. Acknowledged that there was a delay in making complainant aware of incident involving their child. Apology given and processes reviewed.