

Complaints Monitoring Report Education Resources and Communities

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	1	3	4	4	6
Total number of complaints closed	3	3	2	5	4
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	2	67%	3	100%	2	100%	3	60%	3	75%
Number of complaints closed - Investigative	1	33%	0	0%	0	0%	0	0%	1	25%
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	2	40%	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	1	50%	1	33%	0	0%	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	1	50%	2	67%	2	100%	2	67%	3	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	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	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	0	0%
Number of Investigative complaints partially upheld	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	1	100%
Number of Investigative complaints not upheld	1	100%	N/A	N/A	N/A	N/A	N/A	N/A	0	0%
Number of Investigative complaints (Resolution)	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	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	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	N/A	N/A
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	1	50%	N/A	N/A
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	1	50%	N/A	N/A
Number of Escalated complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	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	13	7	10	5	9
Average time in working days for a full response - Investigative	25	N/A	N/A	N/A	22
Average time in working days for a full response - Escalated	N/A	N/A	N/A	15	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	0	0%	1	33%	1	50%	3	100%	1	33%
Number of complaints closed within 20 working days - Investigative	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	0	0%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	2	100%	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	1	50%	0	0%	0	0%	0	0%	1	33%
Number of complaints with an extension – Investigative or Escalated Investigative	1	100%	N/A	N/A	N/A	N/A	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003661861	Other	Partially Upheld	Kim Slater	Dispute regarding FitLife Invoice ACTION TAKEN: IT error caused the issue. Admission that Direct-Debit process was not applied correctly whereby a back payment was requested in error. Issue has been resolved by IT.