

**Complaints Monitoring Report
Education Resources and Communities**

Quarter 4 2024/25 – 1 January to 31 March 2025

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

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	3	100%	2	100%	3	60%	3	75%	3	60%
Number of complaints closed - Investigative	0	0%	0	0%	0	0%	1	25%	2	40%
Number of complaints closed - Escalated	0	0%	0	0%	2	40%	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	33%	0	0%	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	67%	2	100%	2	67%	3	100%	2	67%
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	Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	0	0%
Number of Investigative complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	1	100%	2	100%
Number of Investigative complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	0	0%
Number of Investigative complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	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	Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	N/A	N/A
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	1	50%	N/A	N/A	N/A	N/A
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	1	50%	N/A	N/A	N/A	N/A
Number of Escalated complaints (Resolution)	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	N/A	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25
Average time in working days for a full response - Frontline	7	10	5	9	14
Average time in working days for a full response - Investigative	N/A	N/A	N/A	22	31
Average time in working days for a full response - Escalated	N/A	N/A	15	N/A	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	Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	33%	1	50%	3	100%	1	33%	0	0%
Number of complaints closed within 20 working days - Investigative	N/A	N/A	N/A	N/A	N/A	N/A	0	0%	1	50%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	2	100%	N/A	N/A	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	Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	1	33%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	N/A	N/A	N/A	N/A	0	0%	0	0%	1	50%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003688085	Other	Upheld	Mhairi Blake	Complaint regarding all disabled parking bays available due to being occupied by cars with no blue badges. ACTION TAKEN: Acknowledgement that there is a lack of policing disabled parking bays. New signage to be installed and posters put up and staff to monitor to prevent same happening in future.
101003669969	Other	Partially Upheld	Mhairi Blake	Complaint regarding the personal treatment and misunderstanding around payment whilst attending classes at a leisure facility. ACTION TAKEN: Staff being moved to ensure desk is always covered to avoid non-payment, staff member being monitored and classes attended by a supervisor/ Apology given.
101003717008	Other	Partially Upheld	Mhairi Blake	Query regarding availability of literary publishing. ACTION TAKEN: No information provided.