

Complaints Monitoring Report Education

Quarter 1 2025/26 – 1 April to 30 June 2025

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26
Total number of complaints received	17	11	18	18	12
Total number of complaints closed	20	12	10	13	15
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	Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	1	5%	4	33%	4	40%	2	15%	4	27%
Number of complaints closed - Investigative	15	75%	7	58%	6	60%	9	69%	9	60%
Number of complaints closed - Escalated	4	20%	1	8%	0	0%	2	15%	2	13%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	100%	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints partially upheld	0	0%	1	25%	0	0%	1	50%	0	0%
Number of Frontline complaints not upheld	0	0%	3	75%	4	100%	1	50%	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	Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	7%	2	29%	0	0%	0	0%	1	11%
Number of Investigative complaints partially upheld	9	60%	5	71%	2	33%	6	67%	5	56%
Number of Investigative complaints not upheld	5	33%	0	0%	4	67%	3	33%	3	33%
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	Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	0	0%	N/A	N/A	0	0%	1	50%
Number of Escalated complaints partially upheld	2	50%	1	100%	N/A	N/A	2	100%	0	0%
Number of Escalated complaints not upheld	2	50%	0	0%	N/A	N/A	0	0%	1	50%
Number of Complaints (Resolution)	0	0%	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	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26
Average time in working days for a full response - Frontline	5	6	13	12	8
Average time in working days for a full response - Investigative	35	38	24	38	46
Average time in working days for a full response - Escalated	30	27	N/A	36	33

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	Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	100%	2	50%	0	0%
Number of complaints closed within 20 working days - Investigative	0	0%	0	0%	2	33%
Number of complaints closed within 20 working days - Escalated	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	Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	1	25%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	11	73%	5	63%	1	17%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003733175	Other	Upheld	Business Support Officer (Education)	Bullying of child at school not resolved and lack of communication ACTION TAKEN: Acknowledged measures to address bullying of complainants child did not work and attempts for meeting with Head teacher were unsuccessful. Apology given and school to revise measures in communication with complainant.
101003742231	Other	Partially Upheld	Business Support Officer (Education)	Concern over lack of school support and teacher's approach ACTION TAKEN: One of the five complaint elements was upheld; the teacher should not have approached the complainant to discuss their children near other parents. Apology given and teacher reminded to hold such conversation in an agreed private setting.

101003747640	Other	Partially Upheld	Business Support Officer (Education)	<p>Concern around the treatment and support of child at school</p> <p>ACTION TAKEN: One of the eight elements of the complaint was upheld. Agreed collection point for child was not followed through, apology given and collection arrangements revised and agreed.</p>
101003752314	Other	Partially Upheld	Business Support Officer (Education)	<p>Conduct of school around complaints child</p> <p>ACTION TAKEN: Three of the 14 elements of the complaint were upheld. Acknowledged that school contacted external service without prior permission from child's family; lack of consideration to family situation around local emergency contacts; and inappropriate reason given for family member to come to school to pick up child. Apologies given and procedures around contacting external services and policy on emergency contacts reviewed.</p>
101003757451	Other	Upheld	Business Support Officer (Education)	<p>Photo of child used in Moray Council social media post</p> <p>ACTION TAKEN: Photo of child included in Moray Council social media post against agreed arrangements. Apology given and PR team reminded to ensure correct permissions are in place before posting images.</p>
101003785319	Other	Partially Upheld	Business Support Officer (Education)	<p>Treatment of complainant son at school.</p> <p>ACTION TAKEN: One of the 12 elements of the complaint was upheld. Exclusion policy was not correctly followed, apology given and staff reminded on how to apply the exclusion policy.</p>
101003787167	Other	Partially Upheld	Business Support Officer (Education)	<p>Bullying incident not dealt with effectively</p> <p>ACTION TAKEN: Acknowledged that school did not resolve the bullying issue of complainants son. Apology given and further measures have been put in place to support child.</p>