

## Complaints Monitoring Report Education

**Quarter 2 2025/26 – 1 July to 30 September 2025**

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26
Total number of complaints received	11	18	18	12	16
Total number of complaints closed	12	10	13	15	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 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	4	33%	4	40%	2	15%	4	27%	0	0%
Number of complaints closed - Investigative	7	58%	6	60%	9	69%	9	60%	12	100%
Number of complaints closed - Escalated	1	8%	0	0%	2	15%	2	13%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	0	0%	0	0%	0	0%	N/A	N/A
Number of Frontline complaints partially upheld	1	25%	0	0%	1	50%	0	0%	N/A	N/A
Number of Frontline complaints not upheld	3	75%	4	100%	1	50%	4	100%	N/A	N/A
Number of Complaints (Resolution)	0	0%	0	0%	0	0%	0	0%	N/A	N/A

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	2	29%	0	0%	0	0%	1	11%	3	25%
Number of Investigative complaints partially upheld	5	71%	2	33%	6	67%	5	56%	1	8%
Number of Investigative complaints not upheld	0	0%	4	67%	3	33%	3	33%	8	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	Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	N/A	N/A	0	0%	1	50%	N/A	N/A
Number of Escalated complaints partially upheld	1	100%	N/A	N/A	2	100%	0	0%	N/A	N/A
Number of Escalated complaints not upheld	0	0%	N/A	N/A	0	0%	1	50%	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	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26
Average time in working days for a full response - Frontline	6	13	12	8	N/A
Average time in working days for a full response - Investigative	38	24	38	46	36
Average time in working days for a full response - Escalated	27	N/A	36	33	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	Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	50%	0	0%	1	50%	1	25%	N/A	N/A
Number of complaints closed within 20 working days - Investigative	0	0%	2	33%	1	11%	0	0%	1	8%
Number of complaints closed within 20 working days - Escalated	0	0%	N/A	N/A	0	0%	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	Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	1	25%	0	0%	1	50%	0	0%	N/A	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	5	63%	1	17%	9	75%	2	18%	9	75%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003795664	Other	Upheld	Business Support Officer (Education)	Pupil notes incorrectly recorded on Education system <b>ACTION TAKEN:</b> Apology given and pupil data updated on Education SEEMIS system. School staff reminded of SEEMIS guidelines.
101003797317	Other	Upheld	Business Support Officer (Education)	Additional measures for pupil have not improved learning environment <b>ACTION TAKEN:</b> Acknowledged that previous measures introduced at school to improve complainant daughters learning environment have not been successful. Apology given and further measures have been implemented which will be monitored and reviewed accordingly.
101003809983	Other	Partially Upheld	Business Support Officer (Education)	Supply Teacher withdrawn from school

				<b>ACTION TAKEN:</b> Teacher invited to cover as a supply teacher, however teacher was not registered on the Moray Council supply list. Teacher asked to leave school. Teacher to be fully reimbursed for time worked at school.
101003839503	Other	Upheld	Business Support Officer (Education)	<p>Changes to pupils support package made without following agreed process</p> <p><b>ACTION TAKEN:</b> Changes in complainant daughters support package were made without agreement at a Child's Planning Meeting. Apology given and agreement reinforced that due process must be followed including a transition period for any changes.</p>