



Complaints Annual Performance Report

2023 - 2024

For Scotland's learners, with Scotland's educators

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Introduction

Education Scotland takes its commitment to the duties required by the Scottish Public Services Ombudsman (SPSO) very seriously. We are committed to providing high quality service and value complaints as an opportunity to improve those services.

The Scottish Public Services Ombudsman sets out a standardised set of complaints performance indicators which Education Scotland are required to use to understand and report on performance in line with the Model Complaints Handling Procedure (MCHP). The consistent application and reporting of performance against these indicators is also used to compare, contrast and benchmark complaints handling with other organisations, and in doing so will drive shared learning and improvements in standards of complaints handling performance. The complaints key performance indicators (KPIs) used in this report apply to all organisations that have a statutory duty to comply with the MCHP.

This year's Complaints Annual Performance report presents information about the way Education Scotland has managed its complaints between 1 April 2023 and 31 March 2024.

Part 1: Key Performance Indicators - Quantitative data

KPI 1: The number of complaints received	
Number of complaints received at stage 1 (including those subsequently escalated to stage 2)	9
Number of complaints received directly at stage 2	18
KPI 2: The number and percentage of complaints at each stage which were closed in full within the set timescales of five and 20 working days	
The number of complaints closed in full at stage 1 within five working days as % of all stage 1 complaints responded to in full:	100%
The number of complaints closed in full at stage 2 within 20 working days as % of all stage 2 complaints responded to in full:	88%
The number of complaints closed in full after escalation within 20 working days as % of all complaints responded to in full after escalation	0
KPI 3: The average time in working days for a full response to complaints at each stage	
The average time in working days to respond to complaints at stage 1 (max 5 working days)	4
The average time in working days to respond to complaints at stage 2 (max 20 working days)	18
The average time in working days to respond to complaints after escalation (max 20 working days)	0
KPI 4: The outcome of complaints at each stage	
The number of complaints (a) upheld, (b) partially upheld, (c) not upheld and (d) resolved as a % of all complaints closed at stage 1	(a) 0 (b) 0 (c) 1 (d) 8
The number of complaints (a) upheld, (b) partially upheld, (c) not upheld and (d) resolved as a % of all complaints closed at stage 2.	(a) 7 (b) 7 (c) 4 (d) 0
The number of complaints (a) upheld, (b) partially upheld, (c) not upheld and (d) resolved after escalation as a % of all complaints closed after escalation.	0

Part 2: Key Performance Indicators - Qualitative

Learning from complaints

Education Scotland use complaints to inform improvements in our service delivery. Our report outlines learning and actions we have taken in response to the upheld and partially upheld complaints.

Business improvement within the business area and across the organisation has been improved by undertaking:

- A review of service delivery and supporting guidance to inform improvement to processes such as enhanced guidance and support for HM Inspectors (HMI) and inspection teams, use of the PRAISE framework and specific discussions related to specific events or issues where appropriate.
- Within the Inspectorate function, improvement work has been undertaken to provide colleagues with additional support on complaints handling and to manage inspection driven complaints from a central point, ensuring consistency of approach.
- A review of the Inspection publishing process for administration colleagues.
- Investigating external training and upskilling for HMI in complaints handling and resolution.
- Staff messaging on complaints handling and identification via our communications bulletin and the around the business staff area.
- Reviewed processes for safeguarding, sharing intelligence/information protocols and training for all Corporate Services staff who may be on the front line for receiving a safeguarding call or email.
- Review of enquiries documentation, guidance and documentation as the front line service of ES.
- All staff have a mandatory inclusive culture and leadership training module to complete.

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