



Complaints Annual Performance Report

2022 - 2023

For Scotland's learners, with Scotland's educators

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Introduction

Education Scotland takes its commitment to the duties required by the legislation, the Scottish Public Services Ombudsman Act 2002, and the Scottish Public Services Ombudsman (SPSO) very seriously. We are committed to providing high quality services 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 complaints between 1 April 2022 and 31 March 2023.

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) | 0 |
| Number of complaints received directly at Stage 2 | 2 |
| Benchmarking guidance: This number should be viewed in the context of the recovery phase from Covid-19 so reduced face to face interactions. | |
| 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 | NA |
| The number of complaints closed in full at Stage 2 within 20 working days as % of all Stage 2 complaints responded to in full | 100% |
| The number of complaints closed in full after escalation within 20 working days as % of all complaints responded to in full after escalation | NA |
| 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) | NA |
| The average time in working days to respond to complaints at Stage 2 (max. 20 working days) | 16 days |
| The average time in working days to respond to complaints after escalation (max. 20 working days) | NA |
| 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 | NA |
| The number of complaints (a) upheld, (b) partially upheld, (c) not upheld and (d) resolved as a % of all complaints closed at Stage 2 | (b) 50% (c) 50% |
| 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 | NA |

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.
- Bespoke training and upskilling for HMI in complaints handling and resolution.
- Staff messaging on complaints handling and identification at team meetings and via our all staff communications bulletin.

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