

Service:	Education and Children's Services
P.I. Reporting Period:	October – December 2017
Date Reporting to Committee:	17 April 2018

No.	Question/Query	Service Response
1.	Request further information regarding the nature of the complaints that have been received (Ref SO4 4.3).	Please find below additional information on the Service, Sub Service and Core Activity/Topic categories for complaints received for Q3 2017/18. Of these 38, 10 were identified as from Garioch (4 Education, 6 Learning and Leisure).

Service	Sub Service	Core Activity/Topic	Stage 1: Front Line (Five Day Target)	
Education	Academies	Additional Support Needs	1	
		Teachers	1	
	Primary Schools	Early Years and Pre School	Change of times	1
		Additional Support Needs	2	
		Admin or Communication	1	
		Bullying	3	
		Business Support Staff/Crossing	1	
		Communications	1	
		Policy	1	
		Policy/Closures	1	
		Support Staff	1	
		Support Staff/Winter	2	
		Teachers	5	
Education Total			21	
Learning and Leisure	Community Development Groups and Programmes	ICT issues	1	
		Membership	1	
	Leisure Centres	Staff	2	
		Membership	1	
		Session cancellation	1	
	Libraries	ICT issues	1	
		Service Standards	1	
		Staff	1	
		Equipment issues	1	
	Swimming Pools	Policy	2	
Swimming Lessons		2		
Cleanliness		1		
Session cancellation		2		
Learning and Leisure Total			17	
Grand Total			38	