**Beths Grammar School**
**Complaints Policy**

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**Introduction**

1. This document sets out Beths Grammar School's policy and procedure for addressing complaints. It should be used only when informal attempts to resolve problems have been unsuccessful. If, for instance, you have any concerns about the school or the education provided, please discuss the matter with your child's class teacher at the earliest opportunity. The policy was reviewed in Spring 2026 and replaces the old policy.

2. Beths Grammar School will make every effort to provide a high quality service to students, parents/carers and community users. We welcome suggestions as to how to improve. Where concerns are raised, every effort will be made to resolve them informally and, where complaints are made, they will be treated seriously and according to the procedure set out below. However, where a complainant attempts to bring the school into disrepute, or to undermine individuals or the school's work in general, the school reserves the right to question the validity of the complaint and may seek further clarity or dismiss the complaint.

**1. Aims**

We aim to meet our statutory obligations when responding to complaints from parents of students currently at the school. Beths Grammar School will give careful consideration to all complaints from such parents and deal with them fairly and honestly. We will provide sufficient opportunity for any complaint to be fully discussed, and aim to resolve it through open dialogue and mutual understanding.

When responding to such complaints, we aim to:

- Be impartial and non-adversarial
- Facilitate a full and fair investigation where necessary
- Address all the points at issue and provide an effective and prompt response
- Respect complainants' desire for confidentiality
- Treat complainants with respect and courtesy
- Ensure decisions are lawful, rational, reasonable, fair and proportionate, in line with the principle of administrative law

- Keep complainants informed of the progress of the complaint through the complaints process
- Consider how the complaint can feed into school improvement evaluation processes.

We will try to resolve concerns or complaints by informal means wherever possible. Where this is not possible, formal procedures will be followed. The school will aim to give the complainant the opportunity to complete all stages of the complaints procedure.

To support this, we will ensure we publicise the existence of this policy and make it available on the school website.

Throughout the process, we will be sensitive to the needs of all parties involved, and make any reasonable adjustments needed to accommodate individuals.

In applying this policy rigorously, Beths Grammar School aims to meet and uphold its core values of Community, Excellence and Respect.

Complaints received from parties not parents of current students will be investigated and resolved at the informal first stage and will not follow on to Stage 2.

## 2. Legislation and Guidance

This document meets the requirements set out in Part 7 of the schedule to the Education (Independent School Standards) Regulations 2014, which states that we must have and make available a written procedure to deal with complaints from parents of students at the school.

It is also based on guidance published by the Education and Skills Funding Agency (ESFA) on creating a complaints procedure that complies with the above regulations, and refers to good practice guidance on setting up complaints procedures from the Department for Education (DfE).

This policy complies with our funding agreement and articles of association.

## 3. Definitions and scope

### 3.1 Definitions

The DfE guidance explains the difference between a concern and a complaint:

- A **concern** is defined as "an expression of worry or doubt over an issue considered to be important for which reassurances are sought". The school will resolve concerns through day-to-day communication as far as possible.
- A **complaint** is defined as "an expression of dissatisfaction however made, about actions taken or a lack of action".

### 3.2 Scope

The school intends to resolve complaints informally at the earliest possible stage.

There may be occasions when a complainant would like to raise their concerns formally. This policy outlines the procedure relating to handling such complaints.

This policy **does not** cover complaints procedures relating to:

- Admissions
- Statutory assessments of special educational needs (SEND)
- Exclusion
- GDPR
- Staff grievances
- Whistle-blowing

Please see our separate policies for procedures relating to these types of complaint.

Link to GDPR policy : GDPR-Policy-Spring-2022.259420936.pdf

Arrangements for handling complaints from parents of children with protected characteristics are within the scope of this policy. Such complaints should first be made to the SENDCO or the Headteacher; the complaint will then be dealt with in accordance with this Complaints Policy.

Complaints about services provided by other providers who use school premises or facilities should be directed to the provider concerned.

**3.3 Raising a Complaint**

- Complaints against School Staff (except the Headteacher) should be made in the first instance to mrneylan@beths.bexley.sch.uk , marking the email Private and Confidential.

- Complaints that involve or are about the Headteacher should be addressed to clerk@beths.bexley.sch.uk , marking the email Private and Confidential.

- Complaints about the Chair of Trustees, a Trustee, or the whole Board of Trustees should be addressed to clerk@beths.bexley.sch.uk , marking the email Private and Confidential.

- Where it is suspected that Artificial Intelligence (AI) has been used to generate the complaint, the complaint will be considered as invalidated.

## 4. Roles and responsibilities

**4.1 The Complainant**

The complainant will get a more effective and timely response to their complaint if they:

- Follow these procedures
- Co-operate with the school throughout the process, and respond to deadlines and communications promptly
- Treat all those involved with respect
- Not publish details about the complaint on social media nor involve other parties who contact the School on the Complainant's behalf.

**4.2 The Clerk**

The clerk will :

- Be the contact point for the complainant and the Review Panel, including circulating the relevant papers and evidence before the Review Panel meeting
- Arrange for the hearing to be held before the Review Panel.
- Maintain a record of the findings by the Review Panel and provide the complainant and the person complained about a copy of the findings and recommendations.
- Ensure all correspondence, statements and records regarding the complaint are kept confidential unless requested by the Secretary of State or a body conducting an inspection and make a copy of the findings of the Review Panel available for the complainant and the Headteacher.

## 5. Principles for investigation

When investigating a complaint, the investigator will try to clarify and consider:

- What has happened
- Who was involved
- What the complainant feels would put things right.

The person investigating a complaint (at the appropriate stage in the process) will look at the issues raised and establish the facts. They will:

- Interview all relevant parties and keep notes
- Consider records and any written evidence and keep these securely
- Prepare a comprehensive report

**5.1 Time scales**

The complainant must raise the complaint within 12 school weeks of the incident. If the complaint is about a series of related incidents that have not already been addressed by this policy, they must raise the complaint within 12 school weeks of the last incident.

We will consider exceptions to this time frame in circumstances where there were valid reasons for not making a complaint at that time and the complaint can still be investigated in a fair manner for all involved.

When complaints are made out of term time, we will consider them to have been received on the next school day.

If, at any point we cannot meet the time scales we have set out in this policy, we will:

- Set new time limits with the complainant
- Send the complainant details of the new deadline and explain the delay.

## 6. Stages of Complaint (not complaints against the Headteacher or Trustees – see Sections 7 or 8)

**6.1 Stage 1: Informal**

The complainant should raise their complaint as soon as possible with the relevant member of staff, Assistant Headteacher, Deputy Headteacher either in person or by letter, telephone or email clearly stating the desired outcomes from the resulting meeting If the complainant is unclear who to contact or how to contact them, they should contact, the Complaints Officer at the School using the email: mrneylan@beths.bexley.sch.uk

The school will acknowledge the complaint within three school days, investigate (in accordance with the procedures at Section 5) and provide a response within fifteen school days from the named member of staff.

Most complaints will be effectively dealt with at the Informal Stage. Every effort should be made to resolve the complaint informally in discussion with either the class teacher, Head of Department (HoD), Head of Year (HoY) or member of the Senior Leadership Team (SLT). The school encourages parents/carers to approach staff and aims to resolve all issues with open dialogue and mutual understanding.

It is expected that anyone who seeks to take a complaint beyond the Informal stage shall have made reasonable attempts to seek an informal resolution to the concern and shall have acted in relation to the matter in a reasonable and measured way.

**6.2 Stage 2: Formal**

If you feel that a concern has not been addressed through informal discussion with the class teacher, HoD or HoY or member of the SLT and you wish to have the matter formally investigated by an appropriate person from the school, please complete the Complaints Form found in Appendix 1 of this policy and email this to mrneylan@beths.bexley.sch.uk.

The Complaints Form will be acknowledged within three school days of receiving it. The matter will be formally investigated by the Headteacher or a senior member of staff nominated by the Headteacher. The Investigation will be conducted in accordance with the procedures at Section 5.

During the investigation, the investigator will :

- If necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- Keep a written record of any meetings/interviews in relation to their investigation

Depending upon the nature of the complaint he/she will normally write to you with the outcome of this process within twenty school days of acknowledgement of the Complaints Form. The response will detail any actions the School will take to resolve the complaint. If circumstances arise that mean that the person investigating the complaint is unable to complete the process within twenty school days, he/she will write to you explaining why and indicating a new date by which it is hoped he/she will write with the outcome of the process.
If the complainant is not satisfied with the response and wishes to proceed to the next stage of this procedure they should inform the Clerk in writing within twenty school days of the completion of the Stage 2. The Clerk will hold a professional discussion with the Chair of the Trustees who will decide as to whether the complaint is forwarded to a Panel Review.

**6.3 Stage 3 : Review Panel**

If the complainant is not satisfied with the response to the complaint at the second formal stage, the complaint will be considered by the Review Panel. The Clerk will confirm to the complainant at least ten school days before the date of the meeting and request copies of further materials at least five school days before the meeting. Any materials submitted will need to be circulated at least three school days before the date of the meeting.

The Review Panel will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

The Review Panel will not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1.

The Review Panel must consist of three people who were not directly involved in the matters detailed in the complaint. At least one Panel member must be independent of the management and running of the School.

Complainants have the right to request an independent panel if they believe there is likely to be bias in the proceedings. The complainant would need to provide reasons for this belief to the Clerk, who will not unreasonably withhold consent.

The Panel will have access to the existing record of the complaint's progress (see section 11).

The complainant must have reasonable notice of the date of the Review Panel, however, the Review Panel reserves the right to convene at their convenience rather than that of the complainant. At the

Review Panel meeting, the complainant and representatives from the School, as appropriate, will be present. Each will have an opportunity to set out written or oral submissions prior to the meeting.

The complainant must be allowed to attend the Panel hearing and be accompanied if they wish. Legal representation will not be permitted. Representatives from the media are not allowed to attend.

At the meeting, each individual will have the opportunity to give statements and present their evidence, and witnesses can be called, as appropriate, to present their evidence.

The Panel, the complainant and the School representatives will be given the chance to ask and reply to questions. Once the complainant and School representatives have presented their cases, they will be asked to leave and evidence will then be considered. The Panel can :

- Uphold the complaint in whole or in part
- Dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the Panel will :

- Decide on the appropriate action to be taken to resolve the complaint
- Where appropriate, recommend changes to the School's systems or procedures to prevent similar issues in future.

The Panel will then determine its findings and recommendations from the case and the Panel Chair will communicate these to all parties and where appropriate, the individual who is the subject of the complaint. A record of the Panel meeting will be maintained and made available, once agreed, on request in School. Parties involved in the meeting will have the opportunity to make comment over the minutes, upon request, with such comments added but the minutes finalised by Panel members will be final.

## 7. Complaints against the Headteacher, an Individual Trustee, the Chair and Vice Chair of the Trustee Board, the entire Board of Trustees, or the majority of the Board of Trustees

Complaints should be directed to the Clerk to the Board of Trustees in the first instance.

### 7.1 Stage 1: Informal

If the complaint is about the Headteacher or an individual member of the Board of Trustees (including the Chair or Vice Chair), a suitably-skilled and impartial Trustee will carry out the informal review (following the procedures set out in section 6.1 above). The school will acknowledge the complaint within three school days, investigate (in accordance with the procedures at Section 5) and provide a response within fifteen school days from the investigator.

The person carrying out the Stage 1 process will follow the procedures at Sections 5 and 6.2 and will write a formal response at the end of their investigation. The complainant will need to justify with procedural reason why moving to Stage 2 is justified rather than not liking the decision reached.

### 7.2 Stage 2: Formal

A person who is independent of the management and running of the school will be appointed by the Trustee Board to decide whether to forward the complaint to Stage 2 and if so, carry out the steps in Stage 2.

The person carrying out the Stage 2 process will follow the procedures at Sections 5 and 6.2 and will write a formal response at the end of their investigation. The complainant will need to justify with procedural reason why moving to Stage 3 is justified rather than not liking the decision reached.

If circumstances arise that mean that the person investigating the complaint is unable to complete the process within twenty school days, he/she will write to you explaining why and indicating a new date by which it is hoped he/she will write with the outcome of the process.

### 7.3 Stage 3 : Review Panel

If the complainant is not satisfied with the response to the complaint at the second, formal stage and is able to justify to the Chair of the Trust Board the reasons why the response has not been accepted, the complaint will be considered by the Trust Board appointees who could be sourced from the Trust Board, local schools and/or the local authority and will be operated in accordance with section 6.3. The Clerk will confirm to the complainant at least ten school days before the date of the meeting and request copies of further materials at least five school days before the meeting. Any materials submitted will need to be circulated at least three school days before the date of the meeting.

The Review Panel will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

The Review Panel will not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1.

The Review Panel must consist of three people who were not directly involved in the matters detailed in the complaint. At least one Panel member must be independent of the management and running of the School.

Complainants have the right to request an independent panel if they believe there is likely to be bias in the proceedings. The complainant would need to provide reasons for this belief to the Clerk, who will not unreasonably withhold consent.

The Panel will have access to the existing record of the complaint's progress (see section 11).

The complainant must have reasonable notice of the date of the Review Panel, however, the Review Panel reserves the right to convene at the convenience rather than that of the complainant. At the review Panel meeting, the complainant and representatives from the School, as appropriate, will be present. Each will have an opportunity to set out written or oral submissions prior to the meeting.

The complainant must be allowed to attend the Panel hearing and be accompanied if they wish. Legal representation will not be permitted. Representatives from the media are not allowed to attend.

At the meeting, each individual will have the opportunity to give statements and present their evidence, and witnesses can be called, as appropriate, to present their evidence.

The Panel, the complainant and the School representatives will be given the chance to ask and reply to questions. Once the complainant and School representatives have presented their cases, they will be asked to leave and evidence will then be considered. The Panel can :

- Uphold the complaint in whole or in part
- Dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the Panel will :

- Decide on the appropriate action to be taken to resolve the complaint
- Where appropriate, recommend changes to the School's systems or procedures to prevent similar issues in future.

The Panel will then determine its findings and recommendations from the case and the Panel Chair will communicate these to all parties and where appropriate, the individual who is the subject of the complaint. A record of the Panel meeting will be maintained and made available, once agreed, on request in School. Parties involved in the meeting will have the opportunity to make comment over the minutes, upon request, with such comments added but the minutes finalised by Panel members will be final.

**9. Referring complaints on, after completion of the school's procedure**

If the complainant is unsatisfied with the outcome of the school's complaints procedure, they can refer their complaint to the ESFA via

**Complaints procedure - Education and Skills Funding Agency - GOV.UK**

The ESFA will check whether the complaint has been dealt with properly by the school. The ESFA will look into:

- Whether there was undue delay, or the school did not comply with its own complaints procedure
- Whether the school was in breach of its funding agreement with the Secretary of State
- Whether the school has failed to comply with any other legal obligation.

If the school did not deal with the complaint properly, it will be asked to re-investigate the complaint. If the school's complaints procedure is found to not meet regulations, the school will be asked to correct its procedure accordingly.

We will include this information in the outcome letter to the complainant.

## 10. Persistent complaints

### 10.1 Unreasonably persistent complaints

Most complaints raised will be valid, and therefore we will treat them seriously. However, a complaint may become unreasonable if the person:

- Has made the same complaint before, and it's already been resolved by following the school's complaints procedure.
- Makes a complaint that is obsessive, persistent, harassing, prolific, defamatory or repetitive.
- Knowingly provides false information.
- Insists on pursuing a complaint that is unfounded, or out of scope of the complaints procedure
- Pursues a valid complaint, but in an unreasonable manner e.g. refuses to articulate the complaint, refused to co-operate with this complaints procedure, or insists that the complaint is dealt with in ways that are incompatible with this procedure and the time frames it sets out
- Changes the basis of the complaint as the investigation goes on.
- Makes a complaint designed to cause disruption, annoyance or excessive demands on school time.
- Seeks unrealistic outcomes, or a solution that lacks any serious purpose or value.

***Steps we will take***

We will take every reasonable step to address the complainant's concerns, and give them a clear statement of our position and their options. We will maintain our role as an objective arbiter throughout the process, including when we meet with individuals. We will follow our complaints procedure as normal (as outlined above) wherever possible.

If the complainant or their representatives continue to contact the school in a disruptive way, we will put communications strategies in place. We will:

- Give the complainant a single point of contact via an email address
- Limit the number of times the complainant can make contact, such as a fixed number per term
- Ask the complainant to engage a third party to act on their behalf, such as Citizens Advice
- Put any other strategy in place as necessary.

***Stopping responding***

We will stop responding to the complainant if:

- We believe we have taken all reasonable steps to help address their concerns
- We have provided a clear statement of our position and their options
- The complainant contacts us repeatedly, and we believe their intention is to cause disruption or inconvenience.

Where we stop responding, we will inform the individual that we intend to do so. We will also explain that we will still consider any new complaints they make.

In response to any serious incident of aggression or violence, we will immediately inform the Police and communicate our actions in writing. This may include barring an individual from our school site.

**10.2 Duplicate complaints**

If we have resolved a complaint under this procedure and receive a duplicate complaint on the same subject from a partner, family member or other individual, we will assess whether there are aspects that we hadn't previously considered, or any new information we need to take into account.

If we are satisfied that there are no new aspects, we will:

- Tell the new complainant that we have already investigated and responded to this issue, and the local process is complete
- Direct them to the DfE if they are dissatisfied with our original handling of the complaint
- If there are new aspects, we will follow this procedure again.

**10.3 Complaint campaigns**

Where the school receives a large volume of complaints about the same topic or subject, especially if these come from complainants unconnected with the school, the school will respond to these complaints by:

- Publishing a single response on the school website
- Sending a template response to all of the complainants
- If complainants are not satisfied with the school's response, or wish to pursue the complaint further, the procedures at Section 9 will apply.

**11. Record keeping**

The school will record the progress of all complaints, including information about actions taken at all stages, the stage at which the complaint was resolved, and the final outcome. The records will also include copies of letters and emails, and notes relating to meetings and phone calls.

This material will be treated as confidential and held centrally, and will be viewed only by those involved in investigating the complaint or on the review panel. A record of the Panel meeting will be maintained and made available, once agreed, on request in School. Parties involved in the meeting will have the opportunity to make comment over the minutes, upon request, with such comments added but the minutes finalised by Panel members will be final. This is except where the Secretary of State (or someone acting on their behalf), or the complainant requests access to records of the complaint through a freedom of information (FOI) request or through a subject access request under the terms of the Data Protection Act, or where the material must be made available during a school inspection.

Records of complaints will be kept securely, only for as long as necessary and in line with data protection law/GDPR and our privacy notices.

The details of the complaint, including the names of individuals involved, will not be shared with the whole Board of Trustees in case a review panel needs to be organised at a later point.

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**12. Learning lessons**

The Board of Trustees will review any underlying issues raised by complaints with the Headteacher/Senior Leadership Team, where appropriate, and respecting confidentiality, to determine whether there are any improvements that the school can make to its procedures or practice to help prevent similar events in the future.

**13. Monitoring arrangements**

The Headteacher and the Board of Trustees will monitor the effectiveness of the complaints procedure in ensuring that complaints are handled properly. The Headteacher and the Board of Trustees will track the number and nature of complaints, and review underlying issues as stated in Section 11.

The complaints records are logged and managed by the Senior Deputy Headteacher.

This policy will be reviewed and approved by the Headteacher and Chair of the Board of Trustees every three years.

**14. Links with other policies**

Policies dealing with other forms of complaints include:

Accessibility
Anti-Bullying
Behaviour & Rewards
Fair Treatment at Work
SEND information report
Staff Conditions of Service
Admissions
Appraisal
Child Protection and Safeguarding
GDPR & Privacy notices

Reviewed : Spring 2026
Amended : Autumn 2026
Next Scheduled Review : Spring 2029

# Complaints Form – Stage 2 Formal

**Appendix 1**

**To assist with any investigation into your complaint and to help avoid any delay to the process, please complete this form with as much detail as possible.**

***When complete please return to mrneylan@beths.bexley.sch.uk***

| | |
|---|---|
| Name of the person making the complaint: | |
| Contact details for the person making the complaint<br>Phone number:<br>Email address: | |
| Date the incident about the complaint occurred: | Date the Complaints Form was sent to school: |
| Approximate time of day the incident occurred: | |
| If the complaint is raised by a parent/carer relating to a student, please give<br>Student name: | Tutor Group: |
| Please clearly state the nature of the complaint **and how you would like this resolved**: | |
| **For internal purposes only** | |
| Date received: | |
| Investigated by: | |
| Date complaint resolved: | |

# Complaints Form – Stage 3 Review Panel

**Appendix 2**

**To assist with any investigation into your complaint and to help avoid any delay to the process, please complete this form with as much detail as possible.**

***When complete please return to clerk@beths.bexley.sch.uk***

| | |
|---|---|
| Name of the person making the complaint: | |
| Contact details for the person making the complaint<br>Phone number:<br>Email address: | |
| Date the incident about the complaint occurred: | Date the Complaints Form was sent to school: |
| Approximate time of day the incident occurred: | |
| If the complaint is raised by a parent/carer relating to a student, please give<br>Student name: | Tutor Group: |
| Please clearly state the nature of the complaint **and how you would like this resolved**: | |

| |
|---|
| Are you attaching any paperwork ? If so, please give details. |
| **For internal purposes only** |
| Date received: |
| Investigated by: |
| Date complaint resolved: |

**Appendix 3**

# Roles and Responsibilities

## Complainant

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible
- co-operate with the school in seeking a solution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- ask for assistance as needed
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality.

## Investigator

The investigator's role is to establish the facts relevant to the complaint by:

- providing a comprehensive, open, transparent and fair consideration of the complaint through:
    - sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved
    - interviewing staff and children/young people and other people relevant to the complaint
    - consideration of records and other relevant information
    - analysing information
- liaising with the Complainant and the Complaints Lead as appropriate to clarify what the Complainant feels would put things right.

The investigator should:

- conduct interviews with an open mind and be prepared to persist in the questioning
- keep notes of interviews or arrange for an independent note taker to record minutes of the meeting
- ensure that any papers produced during the investigation are kept securely pending any appeal
- be mindful of the timescales to respond
- prepare a comprehensive report for the Headteacher (at Stage 2) that sets out the facts, identifies solutions and recommends courses of action to resolve problems.
- The Headteacher will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

## Complaints Lead

The Complaints Lead should:

- ensure that the Complainant is fully updated at each stage of the procedure
- liaise with staff members, Headteacher, Chair of trustees or the Clerk and to ensure the smooth running of the complaints procedure
- be aware of issues regarding:
- sharing third party information
- additional support. This may be needed by Complainants when making a complaint including interpretation support or where the complainant is a child or young person

- keep records.

## Clerk to the Board of Trustees

The Clerk is the contact point for the Complainant and the committee and should:

- ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR)
- set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible
- collate any written material relevant to the complaint (for example: stage 1 paperwork, school and Complainant submissions) and send it to the parties in advance of the meeting within an agreed timescale
- record the proceedings
- circulate the minutes of the meeting
- notify all parties of the committee's decision.

## Review Panel Chair

The Panel's chair, who is nominated in advance of the complaint meeting, should ensure that:

- both parties are asked (via the Clerk) to provide any additional information relating to the complaint by a specified date in advance of the meeting
- the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy
- Complainants who may not be used to speaking at such a meeting are put at ease. This is particularly important if the Complainant is a child/young person
- the remit of the Panel is explained to the complainant.