

SCHOOL COMPLAINT POLICY

At any time, a student, parent, teacher, staff member or member of the community may present an issue or complaint to the Board of Trustees. After making a good faith effort to have an issue addressed within the school through its administrative structure of teachers, assistant principals, principals, and executive director the person wishing to present an issue or raise a complaint should adhere to the following procedures:

- ❖ Present a written request to the Board of Trustees to present the issue or complaint at the Board's next scheduled meeting. The written request should indicate the nature of the issue or complaint, and the steps that have been taken thus far to resolve it.
- ❖ The Board will allow the person wishing to address an issue or complaint an opportunity to make a presentation of no more than two minutes at the next scheduled Board meeting. The person making the presentation may elect to make the presentation in person or in writing.

At its meeting, the Board is required to inform the person making the presentation of its decision to:

- ❖ Resolve the issue or complaint by taking corrective action directly or appointing a subcommittee to do so.
- ❖ Study the issue or complaint, either as a committee or the whole or by appointing a subcommittee to do so and make a report with specific recommendations for resolving the issue within no more than two meetings of the presentation.
- ❖ Take no action, either because the request for resolution does not fall within the purview of the Board's activities, is not directly relevant or helpful to the operation of the School or because it is not permitted by law.

Any decision made by the Board will be communicated directly to the presenter. Such decision will also be communicated to the presenter by mail as soon as it is practical to do so.

Appeal to SUNY: If the school board of trustees does not satisfactorily address the issue, the presenter may appeal the decision, in writing, to the Institute. The presenter must have a written copy of the school decision on the complaint. The presenter will complete the [SUNY Formal Complaint Form](#) and email to charters@suny.edu or mail it to the Institute at: 353 Broadway, Albany, NY 12246. If the presenter has questions about the SUNY formal complaint appeals process, he/she may leave a message at (518) 445-4275 and an Institute staff member will return the call.

Appeal to Board of Regents: If the Institute as the authorizer of the school does not satisfactorily resolve a formal complaint, the presenter can appeal the Institute's written determination to the New York State Board of Regents through the New York State Education Department ((518) 474-3852). Written appeals may be submitted by mail to:

Charter Schools Office
Room #5N EB
Mezzanine
89 Washington Avenue
Albany, NY 12234