

## Complaint Policy

### Informal Complaint Procedures

#### **Step 1: Bring Your Complaint to Head of School**

Begin by contacting the Head of School to try to resolve any violations, issues or complaints informally. Before doing so, we encourage you to familiarize yourself with the School's policies, guidelines, and reference materials. Such items include, but are not limited to, the Parent and Student Handbook (which contains the student discipline code) and other policies applicable to your child's attendance at the School. No later than the first day of school each year (or upon enrollment of your student if after the first day of school), you will be provided with a Student and Parent Handbook which contains the policies and procedures set forth above.

#### **Step 2: Contact the School's Charter Management Organization, Hebrew Public.**

If after speaking with the Head of School you are not satisfied with the outcome or decision pertaining to the Complaint, you may reach out to Hebrew Public ("HP"), which is the organization that provides day-to-day school management services that support the work of the Head of School and the School's senior leadership team. You may reach HP directly by emailing us at \_\_\_\_\_ or calling us at \_\_\_\_\_ and asking for \_\_\_\_\_.

### Formal Complaint Procedures

#### **Step 1: Bring your Complaint to the School's Board of Trustees.**

If after contacting the Head of School and HP you are not satisfied with the outcome or decision pertaining to the complaint, you may file a formal complaint with the School's Board of Trustees who has the ultimate oversight authority at the School level. The Board meets publicly on a regular basis. The procedure to file a formal complaint is as follows:

- Put the concern in writing and give it to the Head of School to forward on to the Board of Trustees or you may send to the Board of Trustees directly (by mail at the School's location or by email to \_\_\_\_\_)
- The Board of Trustees or its designee will send a written acknowledgement of receipt of complaint within five (5) business days of receiving such complaint.
- The Board of Trustees will cause the written complaint to be investigated and will respond to the parent or guardian within thirty (30) business days from receipt of the written complaint, and the individuals tasked with investigating the complaint will report on the matter at the next Board of Trustees meeting.

#### **Step 2: Appeal to the New York State Education Department.**

As every charter school is subject to oversight by the body that authorizes it, If a parent/guardian is not satisfied with the Board of Trustee's decision, the parent/guardian may appeal to the New York State Education Department. You may reach the New York State Education Department at (518) 474-1762 or visit <http://www.p12.nysed.gov/psc/complaint.html>.

**Note:** It is very important that before you escalate your complaint to the School's authorizer level you determine it constitutes a formal complaint involving a violation of the school's charter or of state charter law. **Informal complaints about policies, most procedures that do not violate either the school's charter or state charter law should be resolved between the parent/guardian and the School's Principal, Charter Management Organization or Board of Trustees.**

**Step 3: Appeal to the New York State Board of Regents.**

If after going through the first two (2) levels of informal complaint process and then the two (2) levels of the formal complaint process, you are still not satisfied with the complaint outcome, you may contact the New York State Board of Regents as a final escalation point using this contact information:

New York State Education Department  
Charter School Office  
Room 465 EBA  
89 Washington Avenue  
Albany, NY 12234  
Phone: (518) 474-1762

Or via email to:

[charterschools@mail.nysed.gov](mailto:charterschools@mail.nysed.gov) (subject line should include the name of the school and the word 'Complaint')