

Grievance Policy Board Interaction and Complaint Policy

Metropolitan Lighthouse Charter School *Policy Regarding Interaction with Stakeholders And Handling of Complaints from Stakeholders*

A “Stakeholder” is any individual or group with an interest in Metropolitan Lighthouse Charter School (“the School”). This includes any School employee, agent, student, parent or guardian, and other members of the community.

Any person may contact the Board of Trustees by emailing the Board Chair at boardchair@met.lha.net or by sending a letter to the school addressed to: MetLCS Board Chair, 180 W. 165th Street, Bronx, NY 10452 . School personnel shall be instructed to and shall promptly forward all such comments and messages to the Board Chair. To the fullest extent possible, School personnel shall not read any such correspondence. If the Board Chair is traveling or otherwise unavailable for a period greater than forty-eight hours, the message or correspondence shall be instead forwarded to another Trustee then serving on the MetLCS Governance Committee. The Trustee who receives the information shall acknowledge receipt of same to the original sender within forty-eight hours of the receipt. The Trustee shall then determine the appropriate action to take which might include: conducting an investigation, calling a meeting of the Trustees or a Governance Committee of the Trustees, or putting the item on the agenda for the next Board meeting.

A Stakeholder shall be entitled to speak at any Board meeting, provided such meeting is not being conducted in executive session in accordance with New York law. Unless an executive session is allowed by New York law, Board meetings shall be open meetings and notice of all meetings shall be published as required by New York law. The school’s year-long meeting calendar is accessible via the school’s website or can be obtained by contacting the school and requesting same.

A Stakeholder may bring a translator to a meeting or may request the Board to supply a translator. Upon the receipt of a request for a translator, the Secretary (or if the Secretary is indisposed, another Trustees as designated by the Board Governance Committee) shall make every reasonable attempt to secure the services of a translator at the meeting. The Board may restrict the length of time permitted to each speaker at a meeting, provided the time restriction is reasonable, is applied to all speakers not members of the Board, and is intended only to limit the length of the meeting. A Stakeholder may present comments, feedback, suggestions, or complaints in writing to the Trustees. The Secretary shall ensure that each Trustee receives a copy of such writings. Each Trustee shall read the writing prior to the next Board meeting. If a Stakeholder delivers the writing to the Secretary at least seven days prior to a Board meeting, then each Trustee shall read the document prior to the Board meeting, absent extenuating circumstances limiting a Trustee’s ability to do so. If such a writing is delivered to the Secretary in a language other than English, the Secretary shall arrange for a translation of such document within a reasonable amount of time.

The Trustees shall discuss any feedback regarding the governance, operations, or policy of the School. A determination shall be made by the Trustees whether or not a change is needed at the School. To the fullest extent allowed by law, all such discussion shall take place in an open meeting.

Any individual or group may bring a complaint to the Board of Trustees, alleging a violation of the New York or federal law or of the School’s charter. The Board shall appoint a Governance Committee of not less

than two Trustees to investigate the nature and truth of the complaint. The Governance Committee shall report back to the Trustees at least one week prior to the next Board meeting. A copy of the Governance Committee's report shall also be delivered to the party making the complaint at least twenty-four hours prior to the next Board meeting. The Governance Committee shall recommend and the Board shall vote on remedial measures to be taken, if any, to resolve the complaint. If a final report cannot be produced in this amount of time, the Governance Committee will instead submit an interim report that outlines the reasons for the delay and a new timeline, reflecting the earliest possible completion date.

If the complaint alleges facts which pose an immediate danger to any person or circumstances which might immediately imperil the continuity of the School, the Board Chair may appoint a Governance Committee to investigate the complaint in a more rapid manner. In such case, the Board Chair shall be empowered to suspend an employee or take such other action as is necessary to protect a person or the school pending the investigation of the complaint.

The Board may employ outside consultants, such as attorneys, to assist in an investigation, where the Board determines such outside assistance is necessary. The Board shall make every attempt to ensure that any investigation is not disruptive of the School or of the work being done by School staff.

The Secretary shall note all complaints, feedback and other comments from Stakeholders in the minutes of the Board meetings. A summary of the discussion regarding same shall also be recorded in the minutes. The Secretary shall maintain copies of all such writings and the resulting reports from any investigations. Unless prohibited by law, the Secretary shall make all such documents available for public inspection within a reasonable time after the applicable Board meeting. All minutes and writings shall be available for staff review and staff shall be encouraged to attend Board meetings.

If, after presentation of the complaint to the Board of Trustees, the individual or group determines that the Trustees have not adequately addressed the complaint, the complaint may be presented to the authorizing entity, the New York City Department of Education, by completing this [form](#) and submitting to charterschools@schools.nyc.gov, which shall then investigate and respond. If, after presentation of the complaint to the authorizing entity, the individual or group determines that the Trustees have not adequately addressed the complaint, the complaint may be presented to the Board of Regents by emailing charterschools@mail.nysed.gov (subject line should include the name of the school and the word "Complaint"), which shall then investigate and respond. Both the authorizing entity and the Board of Regents have the power and the duty to issue appropriate remedial orders to a charter school under their jurisdiction. The full process with the NYCOE and NYSED can be found [here](#).