



Amber Charter Schools Complaint Policy

Amber Charter Schools prides itself on being open to the concerns and suggestions of the school community to ensure the success of the school. Toward that end, community members are expected to communicate with each other honestly and respectfully and encouraged to offer possible solutions that are in the best interest of the school's students, families, and staff members.

Anyone wishing to formally complain about a school-related matter, other than alleging a violation of the provisions of Article 56 of the education law, must direct their complaint in writing to the Principal, who will respond within ten (10) business days.

Meirelys Ruiz, East Harlem Principal
220 East 106th Street, New York, NY 10029
Tel: 212-534-9667 ext. 1600
mrui@ambercharter.org

Gina Mellusi, Kingsbridge Elementary Grades (K-4) Principal
3120 Corlear Avenue, Bronx, NY 10463
Tel: 646-802-1140 ext. 2329
gmellusi@ambercharter.org

Mia Thomas, Kingsbridge Middle Grades (5-8) Principal
532 West 215th Street, New York, NY 10034
Tel: 929-299-1595 ext. 3412
gmellusi@ambercharter.org

Francina Yaw-Costello, Inwood Principal
532 W 215th Street, New York, NY 10034
Tel: 929-299-1595 ext. 3600
fyaw-costello@ambercharter.org

If the complainant is unsatisfied with this resolution, he/she may present the complaint to the Co-Chief Executive Officers, who will investigate and respond.

Veronica Almedina, Co-Chief Executive Officer
Kirsys Gomez, Co-Chief Executive Officer
3120 Corlear Avenue, Bronx, NY 10463
Tel: 646-802-1140
co-ceos@ambercharter.org

The Co-Chief Executive Officers or their designee shall investigate the matter as soon as possible, and the Co-Chief Executive Officers shall issue a written decision to the complainant within 14 days after receiving the written complaint. If the Co-Chief Executive Officers designates an investigator, the

investigator shall make recommendations to the Co-Chief Executive Officers only. All final decisions regarding the complaint shall be made by the Co-Chief Executive Officers.

If the Co-Chief Executive Officers are the subject of the complaint, or if the complainant wishes to appeal the decision of the Co-Chief Executive Officers, the complainant shall submit their complaint in writing to the Board of Trustees for resolution.

Any individual or group may bring a complaint to the Board of Trustees of the Amber Charter Schools ("School") alleging a violation of the provisions of Article 56 of the education law (i.e. the New York State Charter Schools Act), the School's charter, or any other provision of law relating to the management or operation of the School.

The complaint will be presented to the Board in written form. The Board may be contacted at the School's address:

Amber Charter Schools, 220 East 106th Street, New York, NY 10029. Attn: Board Secretary.

The Board shall respond at or prior to the next public meeting of the Board. Every effort will be made to respectfully address the matter to the satisfaction of the individual or group who presented the complaint. The Board, as necessary, shall direct the Co-Chief Executive Officers to act upon the complaint and report to the Board. The Board shall render a determination in writing, as necessary.

If, after presentation of the complaint to the Board, the individual or group determines that the

Board has not adequately addressed the complaint, the complainant may present the complaint to the State University Trustees through the Charter Schools Institute, Amber Charter Schools' authorizer, which shall investigate and respond.

Section 2855 (4) of the NYS Charter Schools Act provides a formal complaint process for use by individuals (including parents) or groups who believe that a charter school has violated a term of its charter, a provision of the NYS Charter Schools Act, or any other provision of law relating to the management or operation of the charter school.

The process requires that any and all complaints be brought first to the school administration or the school's Board of Trustees. All complaints must be submitted in writing. If the Board of Trustees has not adequately addressed the complaint, or if, after a reasonable period of time, the Board of Trustees or its designee does not respond to the complaint in writing, then the individual or group has the right to bring the complaint to the entity that authorized the charter school (the "Charter Entity" or "Authorizer"), which in this case is the SUNY Charter Schools Institute.

Formal Complaints - Appeal to SUNY

Please complete this form and email to charters@suny.edu.

Alternatively, please mail the form to: SUNY Charter Schools Institute 353 Broadway Albany, NY 12246

If, after presentation of the complaint to the Charter Schools Institute, the individual or group determines that the Charter Schools Institute has not adequately addressed the complaint, the complainant may present the case to the NYSED Board of Regents, which shall investigate and respond.

New York State Board of Regents through the New York State Education Department (518) 474-3852.
Please submit written appeals by mail to the address listed below.

New York State Education Department
Charter Schools Office
Mezzanine
89 Washington Avenue
Albany, NY 12234

The Charter Schools Institute and the Board of Regents have the power and the duty to take remedial action as appropriate.