

Complaint Policy

Any individual or group of individuals (hereinafter the “Complainant”) may bring a complaint regarding Children’s Aid College Prep Charter School to the Children’s Aid College Prep Charter School Board of Trustees (“BOT”) alleging a violation of any law, including the Charter Schools Act, or the School’s Charter (a “Violation”) (such a complaint is hereinafter referred to as a “Formal Complaint”)

The BOT has adopted the following policies and procedures related to Formal Complaints:

CHILDREN’S AID COLLEGE PREP CHARTER SCHOOL COMPLAINT POLICY AND PROCEDURE

INFORMAL COMPLAINT POLICY AND PROCEDURE

It will be the desire of the School to work closely with parents and students to resolve issues that are problematic for either party in a manner that is respectful and thoughtful and beneficial for both parties. It will be the hope of the School that issues that would fall in the category of ‘Informal Complaints’ be resolved quickly at the School level and are not handled by the Board of Trustees (BOT), unless the Informal Complaint involves the School’s principal or Head of School.

Procedures for filing an Informal Complaint

- Informal Complaints on behalf of a child should be made as quickly as possible to the teacher. The Informal Complainant may submit the Informal Complaint in writing, orally, or via email to the teacher, Principal or person involved. A School directory will have a complete list of all email addresses.
- If the teacher or Principal does not resolve the issue to the Complainant’s satisfaction, the Complainant may take the Informal Complaint to the Principal or to the Head of School.
- If the Information Complaint is about the Principal, the Complainant should file the Informal Complaint in writing to the Head of School.

What to expect once an Informal Complaint has been filed

The Complainant should expect a response within a reasonable amount of time. If the Complainant does not get a response in a reasonable amount of time, the Complainant may proceed to take the Informal Complaint to the next level in the chain of command. If no action is taken at all, the Complainant may proceed directly to the BOT, under what would be a violation of this policy, which is part of the School’s Charter.

What to expect upon resolution of an Informal Complaint

The Complainant will be provided with a response that includes the reason for the action taken, if any. Responses to Informal Complaints may take the form of oral or written communication. To the extent possible, the School will keep a written record of Informal Complaints.

The Informal Complaint Appeal Process

If a Complainant is not satisfied with the resolution or action ultimately taken by the Head of School, Principal, a teacher, staff member or other administrator, he or she may appeal to the BOT.

SUNY Charter Schools Institute does not handle appeals of informal complaints.

Formal Complaint Procedure

A Formal Complaint involves an alleged violation of any law, the School's Charter or written policy or procedure. Examples of formal complaints are:

- ◆ Improper discipline of a special education student (violates IDEA)
- ◆ Child abuse in the school (violation of New York State law)
- ◆ The escalation of a complaint that was previously filed with School administration but for which an individual or group seeks to escalate to the Board of Trustees (BOT).

Procedures for filing a Formal Complaint

All Formal Complaints from a Complainant **must** be submitted in writing. If the Complainant wishes, the Complainant may pick up a complaint form in the School's main office (or use the form included below). The complaint should include:

- The nature of the violation
- The facts on which the statement is based
- The signature and contact information of the person filing the complaint
- If alleging violations with respect to a specific child, include:
 - ° The name and address of the residence of the child
 - ° A description of the nature of the problem of the child (the concerns that led the Complainant to file the complaint), including the facts relating to the problem
 - ° A proposed resolution of the problem to the extent known and available at the time the person is filing the complaint.
- The complaint must be submitted to the School's administrative assistant who will date-stamp it and place in the mailbox of the Head of School and/or Board of Trustees.

What to expect once a Formal Complaint has been filed

1. All Formal Complaints will be reviewed by the BOT through the BOT's Executive Committee (or its designee) at the next public BOT meeting following the date of receipt of the Formal Complaint as long as the Formal Complaint is filed with a minimum of ten (10) business days for the BOT to review it. Otherwise, the BOT will review the Formal Complaint at its next Board meeting.
2. The BOT must respond to the Formal Complaint in writing within ten (10) business days after the Board meeting.

Upon resolution of a Formal Complaint, the BOT will provide the Complainant with

1. A written determination and any remedial action to be taken and the reasons for such determinations
2. A written notice informing the Complainant of the Complainant's right to appeal the determination to SUNY's Charter Schools Institute ("CSI") if the Formal Complaint involves a Violation.
3. A copy of the SUNY's grievance policies (as they are posted CSI's website at <http://www.newyorkcharters.org/contact/> (the "CSI Website").

The Formal Complaint Appeal Process

If a Formal Complaint alleges violations of applicable New York State and/or Federal law, or the School's Charter, the BOT's response will be provided to the individual or group that presented the Formal Complaint, along with a copy of CSI's current appeals process as published on the CSI Website

In accordance with Education Law §2855(4), if after presentation of such a Formal Complaint to the BOT, the individual or group determines that the BOT has not adequately addressed the Formal Complaint, that individual or group may present the Formal Complaint to CSI, which shall investigate and respond.

If, after presentation of the Formal Complaint to CSI, the individual or group determines that it has not adequately addressed the Formal Complaint, they may present the Formal Complaint to the Board of Regents through the State Education Department, which shall investigate and respond. The contact information for the State Education Department is as follows:

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

It must be clearly marked as a charter school complaint. SUNY Board of Trustees and the Board of Regents shall have the power and the duty to issue appropriate remedial orders to the BOT to effectuate the provisions applicable under Education Law.

The School also has policies and procedures relating to the handling of complaints that do not rise to the level of those delineating in Education Law §2855(4), hereinafter described as "Informal Complaints." The School's policies and procedures related to the handling of Informal Complaints are described below. The existence of these policies, however, does not prevent a Complainant from immediately pursuing the policy and procedures for Formal Complaints.

Written Complaint Form

Procedures for filing a Formal Complaint

All Formal Complaints from a Complainant **must** be submitted in writing. If the Complainant wishes, the Complainant may pick up a complaint form in the School's main office (or use the form included below). The complaint should include:

- The nature of the violation
- The facts on which the statement is based
- The signature and contact information of the person filing the complaint
- If alleging violations with respect to a specific child, include:
 - ° The name and address of the residence of the child
 - ° A description of the nature of the problem of the child (the concerns that led the Complainant to file the complaint), including the facts relating to the problem
 - ° A proposed resolution of the problem to the extent known and available at the time the person is filing the complaint.

COMPLETE form HERE

1. **DATE of Complaint:** _____
2. **DATE of Incident or When Parent/Caregiver was made aware of the issue:** _____
3. **Parent/Caregiver Name:** _____
4. **Parent/Caregiver Contact information:** _____
5. **Scholar's or Scholars' Name(s) and Grade Level(s):**

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6. **Scholar addresses:** _____

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7. **Describe the issue/violation here including the facts on which the complaint are based:**

8. **What would solve or address the issue/violation given your understanding of the issue/violation.**

Parent/Caregiver Signature: _____

The complaint must be submitted to the School's administrative assistant who will date-stamp it and place in the mailbox of the Head of School or Board of Trustees.