

SSCPS Complaint Procedure

Complaint Procedure - South Shore Charter Public School, like all charter schools, is required to operate in a manner consistent with federal and state laws and regulations, including [MGL c. 71 §89](#) and [603 CMR 1.00](#). If a member of the community feels that SSCPS is not meeting this requirement, a formal complaint may be filed. SSCPS has outlined the following procedure for the resolution of complaints in compliance with [603 CMR 1.09](#).

Step 1

Contact a principal or Dean of Students.

- Maria Lappas, K-6 Principal
- Walter Duncan, K-6 Dean of Students
- Jean Paul Marcellus (“JP”), 7-8 Principal
- Christophe Teulet-Cote (“TC”), 9-12 Principal

The Principal or Dean of Students shall acknowledge receipt of the complaint within three school days, absent extenuating circumstances, and provide a substantive response to the concern within ten school days, barring exceptional circumstances. The substantive response will indicate the status of the complaint and whether the complaint has been resolved. If the response from the Principal or Dean of Students does not adequately address the concerns, any member of the community may file a complaint, in person, by telephone, or in writing, with the Executive Director, the Director of Student Services, or an additional designee.

- Matthew Tondorf, Director of Student Services
- Alicia Savage, Executive Director

Within three school days the Executive Director, Director of Student Services, or their designee, shall acknowledge receipt of the complaint, barring exceptional circumstances, and within ten school days shall provide a substantive response, barring exceptional circumstances. The substantive response will indicate the status of the complaint and whether the complaint has been resolved.

Step 2

If contacting the school administration does not result in a resolution, or if the complaint relates specifically to charter school requirements under [MGL c. 71 §89](#) and [603 CMR 1.00](#), a complaint should next be filed with the school’s Board of Trustees (Board), which is the governing body of the school. Complaints can be filed with the Board either verbally or in writing, but SSCPS recommends that complaints be filed in writing, be signed, dated, and contain a specific statement of your issue and the desired outcome. The Board must respond in writing to your complaint within 45 days as noted in [603 CMR 1.09](#).

Step 3

If the Board's response does not adequately resolve your concerns, or if the Board does not respond in writing within 45 days, the complaint may be submitted in writing to the Commissioner of Education at the Massachusetts Department of Elementary and Secondary Education through the [Problem Resolution System Office](#). The [Problem Resolution System Office](#) will investigate the complaint on the Commissioner's behalf.

Note: A complaint regarding special education or student safety may be filed directly with the Department of Elementary and Secondary Education's [Problem Resolution System Office](#). You do not need to follow the three steps listed here.