

THE CHARTER HIGH SCHOOL FOR LAW AND SOCIAL JUSTICE



EXCELLENCE • CHARACTER • COURAGE • COMMITMENT

CHARTER SCHOOL FOR LAW AND SOCIAL JUSTICE COMPLAINT/GRIEVANCE POLICY

General Procedure

Any parent/guardian who has a concern about a School policy, academic grade, discipline decision, or anything else, is encouraged to contact the appropriate member of the School's staff by telephone or email.

For example, to discuss a classroom-related grievance, here are the steps to follow:

1. Talk to the teacher or coach:
 - Set up a meeting and talk with the teacher or coach face-to-face about the issue
2. Talk to an Assistant Principal:
 - Set up a meeting and talk with an Assistant Principal about the grievance and brainstorm ways to solve problem
3. Talk to the Principal:
 - If the issue cannot be resolved with the teacher, coach, or Assistant Principal, set up a meeting with the Principal
4. Talk to the Executive Director:
 - If the issue cannot be resolved with the Principal, set up a meeting with the Executive Director

All staff members are committed to responding promptly to parent/guardian concerns. If an issue is not resolved promptly or satisfactorily, please contact the Executive Director to discuss the matter further.

Any individual or group may bring complaints or concerns of any kind to the Executive Director. The Executive Director will work to resolve conflicts fairly and informally, as quickly as possible. After reviewing the complaint, the Executive Director will respond either in writing, telephone, or in person depending on the circumstance. If the Executive Director is unable to resolve the complaint to the individual or group's satisfaction, or if the complaint is about the Executive Director, the individual or group may bring their complaint to the School's Board of Trustees. The complaint may be presented to the Board in an open meeting, in written form, by letter or via email to board@chslawandsocialjustice.org. The Board of Trustees shall investigate and respond to all complaints in a timely manner, and shall serve as the appeals body for any complaints that are not satisfactorily resolved.

Procedure for Complaints under Section 2855 of the Charter Schools Act

Section 2855(4) of the New York Education Law, part of the New York State Charter Schools Act (the "CSA"), provides that any individual or group may bring a complaint directly to the School's Board of Trustees alleging a violation of the CSA, the School's charter, or any other provision of law relating to the management or operation of the School. All such complaints should be in writing and include the following:

1. the name, address, and phone number of the complainant;



2. a detailed statement of the complaint, including the specific provision of the School's charter or law that allegedly has been violated;
3. the relief sought by the complainant; and
4. the response, if any, received from the School thus far.

The Board of Trustees will respond in writing to any complaint submitted in writing no later than 30 days from receipt of the written complaint. Depending upon the circumstances, the Board's first response to a complaint may be to advise the complainant as to the timeline for further review, investigation, and resolution of the complaint, rather than an immediate resolution of the complaint.

If the complainant believes that the Board of Trustees has not adequately addressed the complaint, the individual or group may then present the complaint to the School's authorizer, the Board of Regents of the University of the State of New York (the "Board of Regents"). The Board of Regents has delegated authority to handle complaints concerning charter schools to the Commissioner of Education. The Charter School Office of the New York State Education Department, on behalf of the Commissioner, will investigate and respond to complaints concerning charter schools that have been appropriately filed, and has the power and the duty to issue appropriate remedial orders involving any such complaint.

The process for bringing a complaint to the Board of Regents can be found here:
<http://www.p12.nysed.gov/psc/complaint.html>.

The complaint may be submitted via email to the Board of Regents at charterschools@nysed.gov, or by writing to the Board of Regents at the following address:

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