

Formal Complaint Policy

All formal complaints from staff, parents and other sources, should be handled in the following way. The general process for individuals to bring a concern to the Board of Trustees is as follows:

- All formal complaints should be directed to the Executive Director in writing. The Executive Director will promptly address it.
- If the complaint is not resolved to the satisfaction of the complaining party by the Executive Director, the complaining party should ask in writing that the Executive Director pass along the formal complaint to the Board of Trustees.
- The Executive Director will promptly provide the formal complaint to the Board of Trustees.
- A representative of the Board of Trustees will send a written acknowledgment of receipt of complaint to the complaining party within 5 business days of receiving such complaint.
- The Board of Trustees will investigate the concern and respond to the complaining party in writing with their findings and decision within 30 business days from receipt of the formal complaint.

For matters relating to alleged violations of law or of the School's charter agreement, appeals of decisions made by the Board of Trustees may be made first to the school's authorizer (SUNY Charter Schools Institute) and then to the Board of Regents through the New York State Education Department.