



## COMPLAINT POLICY

(Agenda Item 8.a.4 / Resolution No. 2015-030315-8.a.4)

The complaint policy at the Charter School of Inquiry (CSI) is guided by Education Law Section 2855 (4), which says that any individual or group may bring a complaint to the Board of Trustees alleging a violation of the Charter Schools Act, CSI's charter, or any other provision of law relating to the management or governance of CSI.

A complaint should include a detailed written statement of the nature of the complaint, including the names of the individuals involved and the time, date and place the incidents and/or actions at issue occurred; an allegation referring to the specific term of the charter or provision of law that the school has violated, what response, if any, was received from the school thus far, what relief the complainant is seeking, and the name, address, and phone number of the complainant.

If a complaint is made regarding a staff member at CSI, it shall first be the responsibility of the Head of School to address the complaint to the satisfaction of the Board of Trustees and the complainant.

The Board of Trustees shall serve as the appeals body for any complaints that are not satisfactorily resolved or that involve the Head of School directly in the complaint. The Board of Trustees will act on the complaint and provide a final response to the complaint within 30 days of receiving the formal written complaint, or by the next regularly scheduled meeting of the Board, unless extenuating circumstances outlined in the complaint require an expedited review.

If the complainant believes that the CSI Board of Trustees has not adequately addressed the complaint, the individual or group may then present the complaint to the New York State Board of Regents. If the complainant determines that the authorizer has not adequately addressed the complaint, they may present the complaint to the Commissioner of Education as a delegate of the Board of Regents, who shall investigate and respond. The Chancellor and the Board of Regents shall have the power and the duty to issue appropriate remedial orders to the Board of Trustees at the Charter School of Inquiry under their jurisdiction to effectuate the provisions applicable under Education Law.

\_\_\_\_\_, Secretary

\_\_\_\_\_ Date