

Cardinal McCloskey Community Charter School Complaint Policy

Any individual or group may informally bring complaints or concerns to the Principal or the Director of Operations of the school for any reason. The Principal or Director of Operations will work to resolve conflicts fairly, as quickly as possible, and in line with the Sanctuary Model principles and tools. If the Principal or Director of Operations is unable to resolve the complaint to the individual or group's satisfaction, or if the complaint is about the Principal or Director of Operations, the individual or group may utilize the Formal Complaint process below.

The Board of Cardinal McCloskey Community Charter School will adopt in substantially similar form the following policies and procedures related to Formal Complaints:

In accordance with New York State Education Law §2855(4), which is part of the New York Charter Schools Act of 1998 (as amended, the "Act"), Cardinal McCloskey Community Charter School provides parents or guardians, as well as any other individuals or entities (e.g., contractors, employees, etc.), who believe that the charter school has violated a term of its charter or any applicable law, an opportunity to make a formal complaint to the Board of Trustees to seek relief whether or not they have participated in the informal procedures, above. The Executive Committee of the Board will consider any formal complaints brought to the Board.

The process for bringing a concern to the Board's Executive Committee will be as follows:

- A parent, guardian, employee, individual or organization (i.e. the complainant) may bring a concern to a member of the school administration in the form of an informal complaint. ***It is not necessary for a complainant to make an informal complaint before bringing a formal concern to the Board of Trustees.*** Informal complaints may be brought first to the Principal, Director of Operations, a teacher or, in the case of employees, to an immediate supervisor. Informal complaints will be documented by the person who received and/or acted upon the complaint and, on request by the complainant, the decision or resolution will be in writing.
- If the complainant is not satisfied with the response to the informal complaint—or if the complainant elects to bring a formal complaint to the Board without first seeking an informal resolution—then the complainant will put the concern in writing and send or give it to the Principal or Director of Operations at his or her work address, who will forward it to members of the Executive Committee of the Board of Trustees.
- The Executive Committee will send a written acknowledgement of receipt of complaint within five business days of receiving the complaint.
- The Executive Committee will investigate the concern and respond to the complainant in writing. The Executive Committee will provide the Board of Trustees with a report at the next Board of Trustees meeting or the meeting thereafter.
- The Executive Committee will respond in writing with a decision regarding any written complaint they receive within 45 business days from receipt of the complaint.

Upon resolution of a complaint, Cardinal McCloskey Community Charter School will provide to the complainant:

- Its written determination and any remedial action thereto;
- A written notice to the complainant that he or she may appeal the determination of the school to the Board of Trustees of the State University of New York (SUNY Trustees); and
- A copy of the SUNY Trustees' Grievance Guidelines (as they are posted on the website of the SUNY Charter Schools Institute, <http://www.newyorkcharters.org/contact/>)

Appeals of decisions made by the Cardinal McCloskey Community Charter School Board of Trustees may be made first to the SUNY Trustees via the SUNY Charter Schools Institute and then to the Board of Regents through the New York State Education Department. Only decisions regarding formal complaints can be appealed to the SUNY Trustees. Both the SUNY Charter Schools Institute and the Board of Regents can issue school remedial orders to remedy complaints.

A copy of this Complaint Policy will be distributed to the parents and/or guardians of students and made readily available to all others requesting a copy in the School's main office, and will also be provided to the Trustees.