



Complaint Policy (English)

Resolving Complaints “Informally”

Often, issues or complaints can be resolved informally between the complainant and the charter school, and do not need to involve the formal complaint process described below. Where appropriate, the complainant may wish to use this more informal approach, which may result in a more timely resolution of the issue and which is also suited to dealing with issues that do not involve a violation of the charter or law. Even issues involving a violation of the law or charter may be able to resolved informally and the complainant may wish to use this avenue before making a formal complaint (though the School cannot require the complainant to do so and using any informal route the School may have does not prevent the complainant from using the formal complaint process later). In the case of schools for which SUNY is the authorizer, SUNY would be happy to work with the complainant in trying to resolve the complaint informally. In the case of schools authorized by other Charter Entities, the complainant should contact the appropriate Charter Entity for assistance in resolving the complaint informally.

Formal Complaint Process

Section 2855 (4) of the [NYS Charter Schools Act](#) provides a formal complaint process for use by individuals (including parents) or groups who believe that a charter school has violated a term of its charter, a provision of the NYS Charter Schools Act, or any other provision of law relating to the management or operation of the charter school.

That process requires that the complaint be brought first to the School’s board of trustees (or its designee as described in the School’s complaint/grievance policy). The charter school is required to provide the complainant with a copy of its complaint/grievance policy upon request. The CMCCS Board of Trustees can be reached via email at CMCCSBoard@CMCCS.org. The board will provide a decision in writing within a reasonable time frame, but not more than forty-five (45) days after the receipt of the Complaint.

If, after making a complaint to the School’s board of trustees, the complainant believes that the board of trustees has not adequately addressed his/her complaint, or if, after a reasonable period of time, the board of trustees or its designee does not respond to the complaint in writing - or does not respond within the time that the School provides in its

formal complaint/grievance policy – the complainant then has the right to bring his/her complaint to the entity that authorized the charter school which is the Trustees of the State University of New York (SUNY). [Correspondence can be mailed to:-](#)

[SUNY Charter Schools Institute](#)
[H. Carl McCall SUNY Building](#)
[353 Broadway](#)
[Albany, NY 12246](#)

If, after first following the complaint process with the School and the School's Charter Entity, SUNY, the complainant believes that the Charter Entity/Authorizer has not adequately addressed his/her complaint, the complainant may then bring his/her complaint to the NYS Board of Regents following the process described below.

Please note that the law requires that the complainant bring his/her complaint to the School's board of trustees and then to the Charter Entity/Authorizer (SUNY) before bringing it to the Board of Regents.

Bringing a Complaint to the Board of Regents

The Board of Regents has delegated the authority to the Commissioner of Education to handle complaints brought to the Regents concerning charter schools. All complaints brought to the Board of Regents/Commissioner concerning charter schools **must be submitted in writing** to the State

Education Department's Charter School Office, either via mail at:

Charter School Office, NYS Education Department
89 Washington Avenue,
Albany, NY 12234
or via email to: charterschools@nysed.gov

The subject line of the email should read: Complaint: Cardinal McCloskey Community Charter School. The contents of the letter/email should include:

- A detailed statement of the complaint including the provision of the School's charter or law that the complainant alleges has been violated.
- What, if any, response the complainant received from the School's board of trustees and SUNY.
- Copies of all relevant correspondence between the complainant and the School and the complainant and the Charter Entity if applicable. (The complainant should maintain copies of all correspondence and materials for his/her own files.)
- **What specific action or relief the complainant is seeking?**

- Contact information for the complainant – name, address, email address, and telephone number.

Investigation of a Complaint Brought to the Board of Regents

The Charter School Office, on behalf of the Commissioner and the Board of Regents, will conduct any investigation that it determines necessary and appropriate regarding complaints that have been appropriately filed concerning charter schools. This investigation may include contacting the School and the relevant Charter Entity concerning the complaint, providing a copy of the complaint to the School and the Charter Entity, and requesting additional information or materials from the complainant and/or the School.

Upon completion of the investigation of a complaint brought to the Board of Regents, a decision will be issued by the Commissioner, which may include a remedial order as appropriate. A copy of the Commissioner's decision will be provided to the complainant, the School and the Charter Entity (SUNY) as applicable.

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