



Complaint Policy (English)

The Cardinal McCloskey Community Charter School (“CMCCS” or the “School”) distinguishes between informal complaints, which may be on any topic, and formal complaints, which allege a violation of the New York Charter Schools Act (N.Y. Education Law, Article 56) (the “Act”), the School’s charter, or any provision of state or federal law related to the management and operation of a charter school. The Act requires the School to handle formal complaints in a certain way, while the School resolves informal complaints through its own procedures.

Resolving Complaints “Informally”

Often, problems or complaints can be resolved informally between the complainant and the School without the need to involve the formal complaint process described below. When appropriate, the complainant may choose to use an informal approach, which can result in a timelier resolution of the issue and is also suitable for addressing matters that do not involve an alleged violation of the School’s charter or the law.

Even issues related to an alleged violation of the law or the School’s charter may be resolved informally, and the complainant may wish to use this path before submitting a formal complaint (although the School cannot require the complainant to do so, and using any informal route the School may have does not prevent the complainant from later using the formal complaint process, if the issue qualifies as a formal complaint). State University of New York (“SUNY”) Charter Schools Institute may work with the complainant to try to resolve the issue informally.

The following are examples of informal complaints:

- “Michael pulls my daughter’s hair. Can she move seats?”
- “I want my child in a different class.”
- “I think my child deserves a better grade in that course.”

To file an informal complaint, the complainant should put their concerns in writing (e-mail is acceptable) and direct the concern to the appropriate staff member described below. Addressing a complaint early and at the most appropriate administrative level assists the School to quickly resolve a complaint.

1. **Teacher:** Most academic or behavioral concerns are best handled by a student’s classroom teacher. Parents/guardians should first submit complaints in writing to the student’s teacher. The response may be in written or electronic form or may just be discussed on the telephone or in person. Please understand that teachers may need to consult with administrators or others depending on the nature of the complaint, which means responses may take longer.



2. Principal: If the issue is about the teacher, parents/guardians did not hear back from the teacher within a reasonable timeframe, or the teacher did not resolve the issue, parents/guardians may submit the informal complaint to the Principal. After reviewing the informal complaint, the Principal will respond in writing, by telephone, or in person depending on the circumstances and the nature of the complaint. The Principal may call a meeting with the family and any staff who may be helpful in providing more information or resolving the issue.

If the issue is about the Principal, the complaint should be directed to the Director of School Culture, who may review and respond to the informal complaint or delegate the resolution of the complaint to another administrator.

To help ensure a thorough and timely response, the informal complaint should include: (i) a detailed statement of the nature of the grievance; (ii) what response, if any, was received from the Principal, teacher, or other staff member; (iii) what action or relief the complainant is seeking; and (iv) the complainant's name, address, e-mail address, and telephone number.

Formal Complaint Process

The Act provides a formal complaint process for individuals (including parents/guardians) or groups (e.g., contractor, employee, or school district) who believe that a charter school has violated a term of its charter, or any provision of state or federal law related to the management and operation of a charter school.

This process requires that the complaint first be submitted in writing to the School's Board of Trustees. The School is required to provide the complainant with a copy of its complaint policy upon request.

To help ensure a thorough and timely response, the complaint should include: (i) a detailed statement of the nature of the grievance (including the law or provision of the charter that allegedly has been violated); (ii) if applicable, the names of the individuals involved, and the time, date, and place of the relevant incident(s); (iii) copies of any relevant correspondence or documents; (iv) what action or relief the complainant is seeking; and (v) the complainant's name, student's name (if applicable), address, e-mail address, and telephone number.

The Board will make every effort to respond to the complaint in a timely manner, usually within forty-five (45) calendar days. Please note that the Board needs to convene a meeting to act on a complaint even if it does so in a non-public session. Each meeting requires certain notice and availability of Trustees, which adds to the time to resolve the complaint. The Board may, in its



discretion, investigate the complaint or may delegate the investigation to staff or a third party. The Board may be contacted by email at CMCCSBoard@CMCCS.org.

The Board will provide a written decision of the complaint, including the Board's reasoning and any remedial action to be taken in response to the complaint. The Board will include with its written determination:

1. A written notice that the Board's decision may be appealed to the SUNY Charter Schools Institute (acting on behalf of the SUNY Board of Trustees, which authorizes the School). The address for the Charter Schools Institute is: Charter Schools Institute, Attn: Grievance Desk, 353 Broadway, Albany, New York 12246.
2. A copy of the Charter School Institute's Grievance Guidelines (available on the Institute's website: <http://www.newyorkcharters.org/contacts>).

SUNY Appeals Process for Formal Complaints

Please note that the Charter Schools Institute does not have the power to review a complaint if there is no allegation of a violation of a law or the School's charter. To help ensure a timely response from the Charter Schools Institute, the complaint should include: (i) a detailed statement of the nature of the grievance (including the law or provision of the charter that has allegedly been violated); (ii) what response, if any, has been received from the Board; (iii) copies of any relevant correspondence or documents; (iv) what action or relief is being sought; and (v) name, address, e-mail address, and telephone number.

New York State Education Department Appeals Process

If, after first following the complaint process with the School and the appeals process with SUNY, the complainant believes that SUNY has not adequately addressed their complaint, the complainant may submit their complaint to the New York State Board of Regents, following the process described below.

The Board of Regents has delegated authority to the Commissioner of Education to handle complaints submitted to the Board of Regents concerning charter schools. All complaints submitted to the Board of Regents/Commissioner regarding charter schools must be submitted in writing to the New York State Education Department's Charter School Office, either by mail or by email:

By mail:
Charter School Office
New York State Education Department
89 Washington Avenue, Room 5N Mezz
Albany, New York 12234

By email:



charter.schools@nysed.gov

The subject line of the email must read: **Complaint: Cardinal McCloskey Community Charter School.**

The content of the letter/email must include: (i) a detailed statement of the nature of the grievance (including the law or provision of the charter that allegedly has been violated); (ii) if applicable, the names of the individuals involved, and the time, date, and place of the relevant incident(s); (iii) copies of any relevant correspondence or documents; (iv) what action or relief the complainant is seeking; and (v) the complainant's name, student's name (if applicable), address, e-mail address, and telephone number.

NYSED has its own guidelines and procedures for reviewing complaints, which are available on its website: <https://www.nysed.gov/charter-schools/complaint-process>.

The complainant should keep copies of all correspondence and materials for their own records.

Distribution

The School makes this policy available online and any parent/guardian can request a written copy by contacting the School's main office.

Any person may request a copy of this policy by contacting the School's main office without using the Freedom of Information Law ("FOIL") process.

Amendment

Any amendment to this Policy by the Board must be included in the School's annual report to SUNY.

REVISED: 5/6/26