



**SCHOOL
IN THE
SQUARE**

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COMPLAINT POLICY AND PROCEDURE

School in the Square Charter School (S2) places considerable value on courtesy, respect, and responsibility. We encourage parents/guardians and staff to develop open lines of communication with each other for the benefit of the children attending the School. However, we know that from time to time, grievances arise.

Any parent/guardian who has a concern about a school policy, academic grade, discipline decision, or anything else, is encouraged to contact the appropriate staff member at S2 by telephone or email using the staff contact information found at the beginning of this Handbook. All staff members are committed to responding promptly to parent/guardian concerns. If an issue is not resolved promptly or satisfactorily, please contact the Executive Director to discuss the matter further.

Any individual or group may bring complaints or concerns of any kind to the Executive Director. The Executive Director will work to resolve conflicts fairly and informally, as quickly as possible. After reviewing the complaint, the Executive Director will respond either in writing, telephone, or in person depending on the circumstance. If the Executive Director is unable to resolve the complaint to the individual or group's satisfaction, or if the complaint is about the Executive Director, the individual or group may bring their complaint to the S2 Board of Trustees. The complaint may be presented to the Board in an open meeting, in written form, by letter or via email to boardchair@schoolinthesquare.org. The Board of Trustees shall investigate and respond to all complaints in a timely manner, and shall serve as the appeals body for any complaints that are not satisfactorily resolved.

Procedure for Complaints under Section 2855 of the Charter Schools Act alleging a violation of the Charter Schools Act, S2's Charter, or any other provision of law

Section 2855(4) of the New York Education Law (part of the New York State Charter Schools Act (CSA)) provides that any individual or group may bring a complaint directly to the Board of Trustees of S2 alleging a violation of the CSA, the School's charter, or any other provision of law relating to the management or operation of the School. All such complaints should be in writing and include the following:

1. the name, address, and phone number of the complainant;
2. a detailed statement of the complaint, including the specific provision of the School's charter or law that allegedly has been violated;
3. the relief sought by the complainant; and
4. the response, if any, received from the School thus far.



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The Board of Trustees will respond to the complaint within the earlier of 30 days of receipt of the formal written complaint or the date of the next regularly scheduled meeting of the Board of Trustees, unless extenuating circumstances outlined in the complaint require an expedited review.

If the complainant believes that the Board of Trustees has not adequately addressed the complaint, the individual or group may then present the complaint to the School's authorizer, the Board of Regents of the University of the State of New York (the "Board of Regents"). The process for bringing a complaint to the Board of Regents can be found here: <http://www.p12.nysed.gov/psc/complaint.html>.

The Board of Regents has delegated authority to handle complaints concerning charter schools to the Commissioner of Education. The Charter School Office of the New York State Education Department, on behalf of the Commissioner, will investigate and respond to complaints concerning charter schools that have been appropriately filed, and has the power and the duty to issue appropriate remedial orders involving any such complaint.