



# CLASSICAL

CHARTER SCHOOLS

## Complaint Policy

A parent, as well as any other individual or entity, who believes that South Bronx Classical Charter School I has violated a term of its charter or applicable law may complain formally to the School Director and seek relief. The School Director will make every effort to respectfully address each matter to the satisfaction of the individual or group that presented the complaint. The School Director can be contacted at:

Erin Linnehan, [elinnehan@southbronxclassical.org](mailto:elinnehan@southbronxclassical.org)

If, after presentation of such a complaint to the School Director, the individual or group determines that the School Director has not adequately addressed the complaint, that individual or group may present the complaint to the Executive Director, who shall investigate and respond. The school's Executive Director can be contacted at:

Lester Long, [llong@southbronxclassical.org](mailto:llong@southbronxclassical.org)

If, after presentation of such a complaint to the Executive Director, the individual or group determines that the Executive Director has not adequately addressed the complaint, that individual or group may present the complaint to the Board of Trustees, who shall investigate and respond. Complaints are to be submitted to the Board of Trustees at least one (1) week prior to the next Board meeting. Board meetings are typically held the third Tuesday of every month and the dates of regularly scheduled Board meetings will be prominently posted at the school. Complaints submitted later will be addressed at the subsequent meeting of the Board of Trustees. Emergency issues will be dealt with on an as-needed basis, with the Board responding at or prior to its next regular public meeting. Every effort will be made to respectfully address each matter to the satisfaction of the individual or group that presented the complaint. The Board of Trustees, as necessary, may direct the Executive Director or other responsible party to act upon the complaint and report to the Board. The Board of Trustees shall render a determination in writing within a reasonable amount of time. The Board of Trustees can be contacted at:

Ingrid Bateman, Board Chair, [ibateman@southbronxclassical.org](mailto:ibateman@southbronxclassical.org)

If, after presentation of such a complaint to the Board of Trustees, the individual or group determines that the Board has not adequately addressed the complaint, that individual or group may present the complaint to the school's authorizer, the New York State Education Department, which shall investigate and respond. The school's authorizer shall have the power and the duty to issue appropriate remedial orders as appropriate to the Board of Trustees. The school's authorizer can be contacted at:

New York State Education Department  
Charter Schools Unit  
Room 365 EBA  
89 Washington Avenue  
Albany, NY 12234  
518.474.1762

Ref: NYS Education Law § 2855(4)

Adoption date: January 20, 2015