



Complaint Policy

A parent, as well as any other individual or entity, who believes that South Bronx Classical Charter School V has violated a term of its charter or applicable law may complain informally to school-based staff, or formally to the Board of Trustees and seek relief. If the complaint is about any trustee that is not the chair, the chair of the board will investigate the matter and will render a decision in writing within 7 days of completing the investigation. If the complaint is about the chair of the board, the executive committee will follow the same procedure with the absence of the chair. In both cases, South Bronx Classical Charter School V's executive and legal teams will be sought for counsel.

Informal Complaints: If a parent wishes to make an informal complaint, they are encouraged to speak directly with their child's teacher to see if a satisfactory solution can be met for their concern. If the solution provided is unsatisfactory or the complaint persists, the parent is encouraged to meet with the Dean of Students for their child's grade level. If the parent wishes to escalate further, a meeting with the school director will be the next step in the process. If no solution is found, the parent may proceed with the formal complaint process with the Board of Trustees.

Formal Complaints: Formal 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 each month, and the dates of regularly scheduled Board meetings will be prominently posted at the school. Complaints submitted later than one (1) week prior to the next scheduled board meeting 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 address each matter respectfully and to the satisfaction of the individual or group that presented the complaint. The Board of Trustees, as necessary, may direct the Executive Director or another responsible party to act upon the complaint and report to the Board. The Board of Trustees shall render a determination in writing within one week (7 days) following the applicable board meeting (as discussed above). Parents may contact the board at boardchair@classicalcharterschools.org.

If, after presenting the formal complaint to the board of trustees, the individual or group determines that the board has not adequately addressed the complaint, they may present the complaint to SUNY, which shall investigate and respond. The Board of Regents can be contacted at:

SUNY Charter Schools Institute

353 Broadway
Albany, NY 12246
518.445.4250

If, after presenting the formal complaint to SUNY, the individual or group determines that the board has not adequately addressed the complaint, they may present the complaint to the Board of Regents, which shall investigate and respond. The Board of Regents can be contacted at:

New York State Education Department

Charter School Office 5N EB Mezzanine
89 Washington Ave
Albany, NY 12234
518.474.1762

The Board of Regents shall have the power and the duty to issue appropriate remedial orders as appropriate to the Board of Trustees.

Ref: NYS Education Law § 2855(4)