



Complaint Policy

EVCS's complaint policy (as contained in its bylaws) is as follows:

COMPLAINT PROCESS

1. In compliance with The New York Charter Schools Act (the "Act"), any individual or group is permitted to bring a formal complaint directly to the Board of Trustees of the School and to report, in writing, an alleged violation of the Act, of the Charter, or any other law relating to the management or operation of the School. Complaints which do not involve violations of the law or charter are considered to be informal complaints.

1. (A) Formal Complaints- A formal complaint involves an alleged violation of the law generally, the Act or of the education corporation's charter including its provisional charter or certificate of incorporation. Alleged violations of the Act, NYS Education Law, NYS Education Commissioner Regulations, IDEA or any applicable laws or regulations will be brought directly to the attention of the board or its designee prior to appeal to the Institute.

1. (B) Informal Complaints- Informal complaints do not involve violations of law or the charter. Informal complaints will be handled by school staff, not typically by the Elmwood Village Charter School's Board of Trustees. A multi-tiered review process will be employed for informal complaints. Complaints may be handled, for example, first by a teacher, then a coordinator, the assistant director then the director. Informal complaints will be documented for the file and a copy given to the complainant if requested.

2. A Formal Complaint submitted to the Board of Trustees at least one (1) week prior to the next Regular Meeting of the Board will be addressed at that meeting. Any Complaint submitted less than one (1) week prior to a Regular Meeting will be addressed at the next subsequent Regular Meeting of the Board. If the Chairperson, Vice-Chairperson or any three (3) Trustees deem a complaint to be in the nature of an emergency, then a Special Meeting may be called to deal with such complaint provided that all provisions of these By-laws governing the calling of a Special Meeting are complied with.

3. Every effort will be made to respectfully address any complaint to the satisfaction of the individual or group that presented the complaint. The Board may, as it deems necessary and appropriate, direct the Director of the School or other responsible employee to act upon the complaint and report to the Board. The Board of Trustees shall render a determination in writing, within 45 days, clearly setting forth the reasoning of the entity making the decision. The complainant will be provided a written determination including any remedial steps to be taken, notice that an appeal may be filed with the Institute if the complaint involves a violation of law or charter, and will be given a copy of the Institutes Grievance Guidelines

4. If, after presentation of a complaint to the Board of School, the individual or group determines that the Board has not adequately addressed the complaint, the complainant may, in accordance with the Act, present the complaint to the Board of Regents or SUNY Charter Schools Institute.