



## HCCS PS & SI Grievance Policy 2019-2020

Christina Tettonis  
*Superintendent of Schools*

Joy Petrakos  
*Chief of Operations*

Natasha Caban  
*Principal, HCCS-PS*

Cathy Kakleas  
*Principal, HCCS-SI*

Charles Capetanakis, Esq.  
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*Board Member*

Effie Lekas  
*Board Member*

Nikiforos Mathews, Esq.  
*Board Member*

Grazia Svokos  
*Board Member*

Liana Theodoratou, Ph.D  
*Board Member*

Frank Macchiarola, Ph.D  
(1941 – 2012)  
*Advisory Board Member*

Any individual or group may bring a complaint to the Board alleging a violation of Education Law Article 56, the charter, or any other provision of law relating to the management or operation of the school. An individual who (or a group that) has a complaint against school policy or another member of the school community should address the complaint in writing to the Principal. The Principal will respond to the complaint within 14 days. If the Principal's response does not resolve the complaint or if the complaint is about the Principal, the individual or group may file a complaint in writing, addressed to the Chair of the Board (at the School's address) or the Board's designee as may be appointed from time to time. Complaints shall be submitted to the Board at least one (1) week prior to a regular Board meeting at which time the complaint will be officially addressed. Complaints submitted less than one week prior to the next regular Board meeting will be addressed at the subsequent Board meeting. The Chair (or other designee appointed by the Board) will respond to such complaints in writing within 30 days.

Emergency issues will be dealt with on an as-needed basis, with the Board using reasonable efforts to respond at or prior to its next regular 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, as necessary, may order the Principal or another responsible party to investigate and/or act upon the complaint and submit a written report to the Board. The Board shall create a written response, with appropriate determinations, to every complaint submitted in writing to it.

If, after presentation of the complaint, the individual or group determines that the Board has not adequately addressed the complaint, the complainant may present the complaint to the New York City Department of Education's Charter School Accountability and Support Office (the "NYCDOE"), which will investigate and respond. If, after presentation of the complaint to the NYCDOE, the individual or group determines that the school has not adequately addressed the complaint, the complainant may present the case to the New York State Board of Regents, which will investigate and respond. The NYCDOE and the Board of Regents have the power and the duty to take remedial action as appropriate.