

ICAHN CHARTER SCHOOL 6

Policy for Handling Complaints

Any individual or group (“complainant”) may bring a complaint to the Board of Trustees, alleging a violation of the New York Charter Schools Act, the charter or other applicable laws relating to the management or operation of the school. In order to address the matter to the satisfaction of the complainant, the following procedures will be followed:

1. On a voluntary basis, the Board delegates to the Principal the authority and responsibility to receive, consider and respond to all regular complaints relating to the management or operation of the school (“Informal Complaint”). If such complaint is made against the Principal, then the Superintendent is authorized to handle such Informal Complaint. However, any complainant alleging a violation of the law or the school’s charter (“Formal Complaint”) may bring his or her Formal Complaint to the President and Secretary, who have been delegated the authority to handle complaints in their capacity as officers.
2. Formal Complaints that allege the Principal has violated a law or has engaged in official misconduct must be brought directly to the President and Secretary.
3. A Formal Complaint for the President and Secretary must be presented in writing to the Secretary, who will forward it to the President.
4. Responses to complaints handled by the Superintendent or the Principal must be provided within two weeks of receipt of the Informal Complaint, unless extenuating circumstances prevent the same. Formal Complaints brought to the President and Secretary will be considered within two weeks subsequent to the receipt by the Secretary of the Formal Complaint.
5. The person or entity hearing a complaint will give full attention to it, considering the statements of the complainant, the school personnel and any other persons whose contributions may be relevant.
6. The person or entity hearing a complaint will respond in writing, if applicable, to the complainant within the time frame set forth above, and, in the case of a Formal Complaint, provide a determination together with a copy of the “Guidelines of the Charter School Institute for Handling Complaints Received Pursuant to Education Law §2855(4)” (available at <http://www.newyorkcharters.org/forms/guidelinesGrievances.pdf>) including a copy of its “Grievance Form.”
7. If a complainant determines that the President and Secretary did not adequately address the Formal Complaint, the complainant may bring the complaint to the Charter Schools Institute, as representative of the

Trustees of the State University of New York, if a violation of law or the school's charter is alleged.

8. If the complainant determines that the Charter Schools Institute has not adequately addressed the Formal Complaint, the complainant may bring the complaint to the State Education Department, which handles complaints for the Board of Regents.
9. The Trustees of the State University of New York and the Board of Regents have the authority, under the Charter Schools Act, to take appropriate action. Upon a determination being made by either body or their representatives, a copy of the determination will be transmitted to the complainant by the school.