

Complaint Policy

Beginning with Children Charter School 2 & Community Partnership Charter School

Informal Complaints

Informal complaints are those such as problems with assigned teachers or classes, or issues with grades, promotion, or retention. Most family concerns are about what happens in the classroom either academically or behaviorally. We ask that families first submit their complaint to their child's teacher. Teachers are asked to respond to families within 48 hours.

If the issue is not resolved with the teacher, or the family has not heard back from a teacher within a reasonable amount of time (48 hrs. for a response), the family may submit the complaint to the Principal.

The Principal will seek to resolve any individual's informal complaint to that person's satisfaction promptly and courteously. If the matter is not resolved or questions remain, a written information complaint can be sent to the Managing Director of Teaching and Learning Esosa Ogbahon (eogbahon@bwcf.org) or the Chief Schools Officer Amy Kolz (akolz@bwcf.org) who will work with the family to resolve the matter. If further intervention is needed, a written informal complaint can be sent to the Board of Trustees' attention (board@bwccs2.org) or by giving a copy of the written informal complaint to an administrator of BwCCS2 or CPCS to provide to the Board of Trustees. The Board of Trustees will consider the informal complaint and respond in writing within a reasonable period of time to the complainant (within forty-five (45) days from the date of receipt of the complaint by the Board of Trustees). The Board of Trustees' determination will be final with respect to any informal complaint made pursuant to this policy.

Formal Complaint to Board of Trustees

The formal complaint process is guided by Education Law Section 2855(4). Any individual or group (a complainant) may bring a complaint alleging a violation of the School's charter, the New York Charter Schools Act of 1998, as amended (Charter Schools Act), or other applicable law relating to the management or operation of the School to the School's Board of Trustees. A formal complaint can be sent to the Board of Trustees attention via email (board@bwccs2.org or board@cpcsschool.org) or by providing a copy of the written complaint to an administrator, in either case indicating that it is a formal complaint being filed pursuant to the school's grievance policy.

Complaints alleging a violation of the provisions of the New York charter law or of the school's charter may be brought to the Chair of the Board of Trustees, who will submit them to the Grievance Committee for consideration. The committee will then make non-binding recommendations to the Board concerning the disposition of a complaint. The Board will consider the committee's recommendation and render a decision. To file and process a grievance, the following procedure must be followed:

- A written complaint is submitted to the Chair of the Board of Trustees who will then forward the complaint to the Grievance Committee.
- The Grievance Committee meets within seven business days after receiving the written

complaint. A conference call may serve as a meeting, if a traditional meeting is not possible. During or within five business days after this meeting, all parties affected must have the opportunity to be heard by the committee.

- The Grievance Committee writes up a recommendation and forwards it to the Board of Trustees at large.
- At the next full meeting, the Board will affirm the Grievance Committee decision. The Board will provide the complainant with a written determination and a written notice that he or she may file an appeal with the Charter Schools Institute if the complaint involves a violation of law or of the charter. The Board also will send the complainant a copy of the Institute's Grievance Guidelines.

Any individual dissatisfied with the decision of the Board of Trustees may appeal the decision to the Board of Trustees of SUNY and thereafter, if dissatisfied with the response of the Board of Trustees of SUNY, to the Board of Regents.