

Complaint Policy

Any individual(s) shall be able to bring a complaint against the School by submitting a letter of complaint explaining the reason(s) for the complaint and the remedy sought. The letter of complaint shall be addressed to the School's Executive Director who shall investigate and make a decision regarding any such complaint. The letter of complaint may be hand delivered, mailed or sent by overnight carrier to: Executive Director, Lamad Academy Charter School, 1060 Clarkson Ave, Brooklyn, NY 11212, or in the alternative via email to: info@lamadacademy.org

Pursuant to NY law, if the individual(s) is/are not satisfied with the Executive Director's decision/response to the complaint, then the individual(s) shall be able to bring the complaint to the School's Board of Trustees for decision by submitting a letter of appeal of the Executive Director's response/decision to the Chairman of the Board of Trustees. Said letter of appeal may be hand delivered, mailed or sent by overnight carrier to: Chairman of the Board of Trustees, Lamad Academy Charter School, 1060 Clarkson Ave, Brooklyn, NY 11212, or in the alternative via email to: info@lamadacademy.org. The letter of appeal should contain a statement of the complaint including the provision(s) of the School's charter or law that is/are alleged to have been violated and should include copies of all relevant correspondence and/or documentation. Any appeal of the Executive Director's decision/response to a complaint shall be addressed by the Board of Trustees at the first Regular Board meeting following receipt of the letter of appeal, provided that the letter of appeal is received no later than seven (7) days prior to said next Regular Board meeting. In the event the letter of appeal is not received within said time frame, then the appeal shall be heard at the following Regular Board meeting.

If the complainant is dissatisfied with the findings of the board, he or she can appeal to the SUNY Charter Schools Institute via email (charters@suny.org) or phone (518-445-4250) or mail (41 State Street, Suite 700 Albany, NY 12207). Complete the form via the link below and email it to SUNY Charter Schools Institute:

- www.newyorkcharters.org/wp-content/uploads/Grievance-form.pdf

If the Institute as the authorizer of the school does not satisfactorily resolve a formal complaint, you can appeal the Institute's written determination to the New York State Board of Regents through the New York State Education Department (518-474-3852). Please submit all written appeals by mail to:

- NYSED Charter Schools Office, Room #5N EB, Mezzanine, 89 Washington Avenue, Albany, NY 12234

No person, who is the subject of a complaint or allegation, shall be involved in the investigation or decision-making process related to that complaint. Alternate decision-makers shall be identified.

Please note that SUNY Charters School Institute does not handle appeals of informal complaints.

The Appeal Process

The institute's role in the formal complaint process is a limited one, and it is generally restricted to appeals after the board has handled the complaint.

Pursuant to NY law, if a complainant who properly appealed a Board of Trustees' decision is unhappy with the Institute's final decision on the matter, the complainant may appeal to the New York State Education Department (which handles complaints for the New York State Board of Regents ("Board of Regents")). Contact information for the Board of Regents is available at: www.newyorkcharters.org/contact/. Both the Institute and the Board of Regents can issue school remedial orders to remedy complaints. The subject line of the email should read: Complaint: Lamad Academy Charter School.

In some instances the Institute, as the education corporation's authorizer with general oversight authority, may get involved in the process before a formal appeal or formal complaint has been filed. Specifically, the institute may make an initial inquiry and conduct an investigation on its own initiative when it receives allegations of:

- Child abuse;
- Health or safety violations;
- Criminal activity;
- Special education violations;
- Compulsory education violation (including lack of alternative instruction); and,
- Suspension or expulsion without due process

The contents of the letter/email should include:

- A detailed statement of the complaint including the provision of the School's charter or law that you allege has been violated.
- What, if any, response you received from the School's Board of Trustees (and the School's Charter Entity in the case of schools not authorized by the Board of Regents).
- Copies of all relevant correspondence between you and the School and you and the Charter Entity if applicable. (You should maintain copies of all correspondence and materials for your own files.)
- What specific action or relief you are seeking.
- Contact information for you – name, address, email address, telephone number.