



Storefront Academy Charter Schools

Complaint Procedures

Informal Complaint Procedures

An informal complaint is a complaint about the school's daily operations, such as a concern about an academic grade, the school's uniform policy, the school's cell phone policy, or the bus schedule. All staff members are committed to responding promptly to informal complaints, either in person, by telephone, or in writing. If an informal complaint is not responded to and resolved promptly or satisfactorily, the group or individual should contact Marie Lucas, Director of HR, Compliance & Operations for help.

- 1.. **Director of Compliance and Operations:** Marie Lucas (mlucas@storefrontacademycs.org)

Formal Complaint Procedures:

A formal complaint is a complaint that concerns an alleged violation of law and/or charter. Someone with a formal complaint may file a complaint in writing to the Chair of the School's Board of Trustees who shall then appoint the Director of Operations or another designee(s) to review the complaint. If the substance of the complaint directly involves the Director of Operations, the Director of Operations shall not be appointed as the designee. After reviewing the complaint, the designee(s) will respond in writing within a reasonable amount of time. At this time, the Chair of the Board of Trustees or the Chair's designee(s) shall provide the complainant with written notice of the opportunity to appeal the Board's decision to the Charter Schools Institute, and a copy of the Charter Schools Institute's grievance guidelines. Peter Low, the Board Chair, can be reached in the following ways:

1. E-mail: board@storefrontacademycs.org

2. Mailing address:

Bronx

Storefront Academy - South Bronx
609 Jackson Avenue
Bronx, NY 10455

Harlem

Storefront Academy - Harlem
445 East 115th Street
New York, NY 10029

If an individual or group voices a complaint at a public meeting of the School's Board of Trustees or to individual trustees, the trustees shall not respond to the substance of the complaint, but instead shall thank the individual or group for their time and direct them to the relevant complaint procedures.

If not satisfied with the board of trustees' decision, the individual may appeal to the school's authorizer. The authorizer for Storefront Academy Charter Schools is the SUNY Charter Schools Institute, which can be contacted at 518-445-4275, or www.newyorkcharters.org.

Appeal to the New York State Board of Regents: If the individual is still not satisfied with the outcome after complaining to the school's authorizer, the final option is to contact the New York State Board of Regents at (518) 474-3852 or the following address: Public Schools Choice Room 462 EBA New York State Education Department 89 Washington Avenue Albany, New York 12234.