

ARK COMMUNITY CHARTER SCHOOL

COMPLAINTS TO THE BOARD POLICY

DESCRIPTION OF THE PROCESS BY WHICH INDIVIDUALS MAY BRING COMPLAINTS TO THE ACCS'S BOARD OF TRUSTEES.

An advisory grievance committee hears complaints on the part of individuals or groups who allege a violation of the provisions of the school's Charter. This grievance committee is an ad hoc committee of the Board of Trustees, including trustees, parents, teachers, and administrators as members. The grievance and complaint review process includes:

1. Written description of the grievance, along with any supporting documentation, to be presented by the aggrieved party to the grievance committee no later than one month after the fact;
2. Complaints should be sent to:
Dr. Mary Theresa Streck, Principal/Director
Ark Community Charter School
762 River Street
Troy, NY 12180
(518) 274-6312
mstreck@arkcharter.org
or
Mr. Steven Axelrod, Board Chair
Ark Community Charter School
762 River Street
Troy, NY 12180
3. Committee review of the grievance and all supporting materials along with interview of the aggrieved and other relevant parties within one month's time;
4. Committee decision within one week's time or a call for more information, in which case the process starts again with #2;
5. The advisory grievance committee makes known its decision and non-binding recommendations concerning the disposition of the complaint to the school's Board of Trustees;
6. The Board of Trustees considers the recommendations of the grievance committee at its next regularly scheduled meeting and renders a decision;
7. If the Board decides wholly or partially for the aggrieved, any remedial action is to be taken as expeditiously as possible;
8. If the aggrieved is dissatisfied with the Board's decision, an appeal may be made to the SUNY Board of Trustees. Complaint appeals should be addressed to: Grievance Desk, Charter Schools Institute, 41 State Street, Suite 700, Albany, NY 12207 or by e-mail to:
charters@suny.edu.