



## Brooklyn Charter School Complaint Process

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 Principal 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: Joanne Hunt, Brooklyn Charter School, 545 Willoughby Avenue, Brooklyn NY, 11206, or in the alternative via email to: [jhunt@brooklyncharter.org](mailto:jhunt@brooklyncharter.org).

Pursuant to NY law, if the individual(s) is/are not satisfied with the Principal'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 Principal'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, Brooklyn Charter School, 545 Willoughby Avenue, Brooklyn, NY 11206, or in the alternative via email to: [boardchair@brooklyncharter.org](mailto:boardchair@brooklyncharter.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 Principal'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 next said 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.

Pursuant to NY law, any individual(s) who is/are not satisfied with the Board of Trustees decision of an appeal of the Principal's decision/response to a complaint shall be able to appeal the Board of Trustees decision to the school's authorizer, the NYC Department of Education (DOE) if the complaint involves a violation of either the school's policies or its charter. All complaints brought to the DOE must be submitted in writing utilizing the attached complaint form to the following address/email address: Office of School Design & Charter Partnerships New York City Department of Education 100 Gold Street, Suite 3500 New York, NY 10038, or via email to: [charterschools@schools.nyc.gov](mailto:charterschools@schools.nyc.gov).

<https://www.schools.nyc.gov/docs/default-source/default-document-library/charter-school-complaint-form-english>

Pursuant to NY law, any individual(s) who is/are not satisfied with the authorizer's decision of an appeal to the Board of Trustees response to a complaint shall be able to appeal the DOE's

decision to the New Your State Board of Regents. The Board of Regents has delegated the authority to the Commissioner of Education to handle complaints brought to the Regents concerning charter schools. All complaints brought to the Board of Regents/Commissioner concerning charter schools must be submitted in writing to the State Education Department's Charter School Office, either via mail at: Charter School Office, NYS Education Department, 89 Washington Avenue, Albany, NY 12234, or via email to: [charterschools@nysed.gov](mailto:charterschools@nysed.gov). The subject line of the email should read: Complaint: The Brooklyn Charter School. 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.