

TAPESTRY CHARTER SCHOOL BOARD OF TRUSTEES COMPLAINT AND INQUIRY PROCESS

Constructive criticism will be welcomed by the Board of Trustees when it is motivated by a sincere desire to improve the quality of the educational program or to equip the schools to do their tasks more effectively. The Board believes that complaints or inquiries are best handled and resolved as close to their origin as possible, and that staff should be given every opportunity to consider the issues and attempt to resolve the problem prior to involvement by the Board. Whenever a complaint is made directly to the Board as a whole or to an individual Board member, the individual or group involved will be advised to voluntarily take their concern to the appropriate staff member.

Complaints or inquiries concerning instruction, building management or other matters not alleging a violation of law or charter are to be referred to the department or school building to which the matter pertains and directed to the appropriate level for response according to the following sequence:

1. Classroom Teacher;
2. Department Head;
3. Building Principal;
4. Executive Director; and
5. Board of Trustees.

Normally, such complaints or inquiries will be addressed by the classroom teacher or building principal after inquiry and investigation, to the extent necessary. All teachers, administrators and the Board of Trustees are committed to processing such complaints in a thorough and expeditious manner. Complaints or inquiries regarding faculty or staff will be discussed only with superiors or with those persons directly involved in the matter.

Formal complaints involving an alleged violation of law charter referred to the Executive Director or Board of Trustees, for handling by the Board or a committee thereof, must be in writing and shall include the nature of the complaint as well as the remedy sought.

Complaints to the Board of Trustees must be delivered to the Executive Director in writing. If the complainant wishes to speak to the Board, this request must be included in the complaint. The Board, or a committee of the Board, may schedule a meeting with the complainant after receiving the complaint. A written response will normally be issued within five (5) after the Board meeting when it is discussed. Depending on the subject matter of the complaint, the Board may act on same in executive session when such action is necessary and permitted by the Open Meetings Law. Personnel actions will not be discussed outside of executive session, as permitted by Open Meetings Law. The decision of the Board of Trustees is final.

Upon resolution of a complaint, Tapestry Charter School shall provide to the complainant:

- (a) its written determination and any remedial action thereto;
- (b) a written notice to the complainant that he or she may appeal the determination to the SUNY Charter Schools Institute at:

41 State Street, Suite 700
Albany, NY 12207
charters@suny.edu; and

(c) a copy of the SUNY Trustees' grievance policies (as they are posted on the website of the Institute at <http://www.newyorkcharters.org/contact/>).

Complainants unsatisfied with the Tapestry Board's determination may appeal the complaint to the SUNY Charter Schools Institute if the complaint alleges a violation of law or charter.

If after a determination of the complaint by SUNY, the complainant is still unsatisfied, the complaint may be taken to the New York State Board of Regents via the New York State Education Department:

New York State Education Department
Charter Schools Office
Room #5N EB
Mezzanine
89 Washington Avenue
Albany, NY 12234.

The communication should be clearly marked as a charter school complaint.

A copy of Tapestry's complaint policy shall be distributed to the parents and/or guardians of students enrolled in Tapestry Charter School and made readily available in each school's main office to all others requesting a copy. Tapestry may amend this complaint policy and shall also provide a copy of its current complaint policy to the SUNY Charter Schools Institute.

Adopted by the Tapestry Board of Trustees, April 22, 2016
