



Complaint Policy and Procedures

Parents, guardians and caregivers are welcome to contact the Principal, Director of Student Services or an appropriate staff member with concerns or questions. All staff members are committed to responding promptly to parent/guardian/caregiver concerns. If an issue is not resolved promptly or satisfactorily, please contact the Executive Director to discuss further.

Parents/guardians/caregivers may also file a complaint in writing to the Executive Director who has been appointed by the Board of Trustees to review complaints. After reviewing the complaint, the Executive Director will respond in writing and may additionally respond in person or via telephone when appropriate based on the circumstances. If you feel your concern has not been addressed, you are also able to contact our Board of Directors via the following protocol.

The manner in which the NCHS Board of Trustees documents, manages, and responds to complaints is determined by the NYS Charter School Act § 2855(4), which established a three-phase complaint process. First, if an individual or a group has a complaint about the management or operation of NCHS or about a possible violation of the NCHS charter, or the NYS Charter School Law, the complainant may present the complaint in writing to the NCHS Board by letter or via email to board@northsidechs.org. Any individual or group may bring complaints to the NCHS Board of Trustees. Complaints may be submitted to the Board at least one week prior to the regular Board meeting at which time the complaint will be officially addressed. A calendar of Board meetings can be found on the School's website. Complaints submitted less than one week prior to the next regular Board meeting will be addressed at the subsequent Board meeting.

Emergency issues will be dealt with on an as-needed basis, with the Board responding at or prior to its next regular meeting. Every effort will be made to respectfully address each matter to the satisfaction of the individual or group that presented the complaint. The Board, as necessary, may order the Executive Director, Principal, Director of Student Services and/or Director of Finance & Administration or another responsible party to investigate and/or act upon the complaint and submit a written report to the Board. The Board shall create a written response, with appropriate determinations and rationales, to every complaint submitted in writing.

Second, if the complainant believes the Board has not adequately addressed the complaint, the complainant may then appeal to the charter entity, the NYSED. Upon receiving such a complaint, the NYSED is required to investigate and respond. Third, if, in the complainant's opinion, the NYSED does not adequately address the complaint, the complaint may be presented to the NYS Board of Regents, which will investigate and respond.