

Henry Johnson Charter School

Complaint Policy

(Approved by the Board of Trustees on October 15, 2019)

Section 2855 (4) of the NYS Charter Schools Act provides that a parent or any other individual, entity or group may bring a complaint to the Board of Trustees alleging that a charter school has violated a term of its charter, the New York Charter Schools Act, or any other law relating to the management or operation of the charter school.

Complaints to the Board of Trustees should be in writing and should include a detailed statement of the complaint, including the names of the individuals involved and what provision of the School's charter or the law that you believe has been violated. The complaint should also state what response has been received from the School thus far and what specific action or relief you are seeking. It must also include the name, address and phone number of the complainant. The Board of Trustees will take steps to investigate the complaint, will provide an opportunity for the complainant to address the Board at the next scheduled Board meeting and will provide a response within thirty days of receiving the formal, written complaint.

Complaints that are not about a violation of a specific law, and any other complaint that can be resolved at the School level should be submitted directly to the Head of School (HOS). Upon receipt of the complaint, the HOS will investigate the allegations and will respond in writing or in person within ten business days. If this does not resolve the complaint, the individual or group may submit the complaint, in writing, to the Board of Trustees which will act as an appeals body for any complaints that are not satisfactorily resolved by the HOS. The Board will also review directly any complaints that involve the HOS.

Complaints to the HOS may be delivered to the HOS by mail or email to the following address:

Dustin Mitchell
Henry Johnson Charter School
30 Watervliet Avenue
Albany, New York 12206
E-Mail: dmitchell@henryjohnsoncs.org

Complaints to the Board of Trustees should be addressed to:

Board of Henry Johnson Charter School
30 Watervliet Avenue
Albany, New York 12206
Attn: Saleem Cheeks

FORMAL COMPLAINTS

Step 1: Formal Complaints – School Level. A formal complaint involves an alleged violation of law and/or charter. Please review and follow the school's Complaint Policy which will instruct you how to file a complaint, in writing, directly to the charter school education corporation board or a person or entity the education corporation board has designated to handle complaints.

Step 2: Formal Complaints – Appeal to SUNY. If the school board of trustees does not satisfactorily address the issue, you may appeal the decision, in writing, to the Charter Schools Institute. You must have a written copy of the school decision on your complaint. Please complete the [SUNY Formal Complaint Form](#) and email to charters@suny.edu or mail it to the Institute at: 353 Broadway, Albany, NY 12246. If you have questions about the SUNY formal complaint appeals process, you may leave a message at (518) 445-4275 and an Institute staff member will return your call.

INFORMAL COMPLAINTS

Informal complaints, such as problems with assigned teacher or classes, and issues with grades, promotion, and retention should be directed to the Head of School. They do not involve violations of law or charter. Therefore, **the Charter Schools Institute does not handle such complaints**. Instead, they are handled at the school level.