

## **New Roots Charter School Complaint Policy**

Any individual or group may bring a complaint to the Board of Trustees of New Roots Charter School (“Board”) alleging a violation of the provisions of Article 56 of the Education Law, the New Roots Charter, or any other provision of law relating to the management or operation of New Roots Charter School. An individual may submit such a complaint to the President of the Board. All such complaints will be shared with all voting members of the Board of Trustees and the Principal. Under most circumstances, the Board President will direct complaints to the Principal or other responsible parties to investigate and respond as appropriate. The Board as a whole may decide to create an ad hoc committee to investigate the complaint and report back to the Board. The Board shall render a determination in writing if appropriate or necessary, though the Board and Principal are not required to respond to every complaint.

If after presentation of such complaint to the Board, the individual or group determines that the Board has not adequately addressed the complaint, that individual or group may present the complaint to the school’s charter entity, the State University of New York Board of Trustees through the SUNY Charter Schools Institute, which shall investigate and respond. If, after presentation of the complaint to the SUNY Charter Schools Institute, the individual or group determines that it has not adequately addressed the complaint, that individual or group may present the complaint to the Board of Regents through the State Education Department, which shall investigate and respond. The SUNY Board of Trustees and the Board of Regents has the power and duty to issue appropriate remedial orders to charter schools under their jurisdiction to effectuate the provisions applicable under the Education Law.

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