

Roosevelt Children's Academy Charter School

105 Pleasant Avenue, Roosevelt, NY 11575

111 Pleasant Avenue, Roosevelt, NY 11575

200 West Centennial Avenue, Roosevelt, NY 11575

201 Debevoise Avenue, Roosevelt, NY 11575

Phone: (516) 867-6202 Fax: (516) 867-6206

www.rcacs.org

Philip Leconte

Chief Operations Officer/CFO

Ella Portero

Director PR/Engagement

APPENDIX 1: COMPLAINT POLICY

In accordance with requirements of § 2855(4) of the Education Law, any individual or group may bring a formal complaint to the Board of Trustees alleging a violation of the provisions of this article, the charter, or any other provision of law relating to the management or operation of the school.

If, after presenting the complaint to the Board of Trustees, the individual or group determines that the Board has not adequately addressed the complaint, they may show it to the State University of New York Trustees through the Charter School Institute, which shall investigate and respond. If, after presentation of the complaint to the Charter Schools Institute, the individual or group determines that the Charter Schools Institute has not adequately addressed the complaint, the complainant may present the case to the Board of Regents, which shall investigate and respond. The Charter Schools Institute and the Board of Regents have the power and the duty to take remedial action as appropriate.

Please see the “formal complaint” section below for the step-by-step formal complaint process.

Although any individual or group may bring a formal complaint as discussed above, RCACS has established an **informal complaint process** to resolve matters in question expeditiously. **Complaints that do not involve a suspected violation of RCACS’ charter or charter law should be addressed through the informal process described below.**

Informal Complaint Process

Informal complaints, such as problems with assigned teachers or classes, and issues with grades, promotion, and retention, do not involve violations of law or charter.

The Roosevelt Children's Academy Board of Trustees encourages students and parents to discuss their concerns and complaints through informal conferences with the appropriate teachers, principal, or other campus staff.

Often, issues or complaints can be resolved informally and do not require the formal complaint process described below. Where appropriate, you may wish to use the informal approach, which can result in a timelier resolution of the issue and is also suited to problems that do not involve a violation of the charter or law. Even issues involving a breach of the charter or state law may be resolved informally, and you may wish to use this avenue before making a formal complaint. Using the informal process does not prevent you from later using the formal complaint process.

Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level.

The complainant must follow the following steps:

1. **Step One. Teacher:** Contact the child's teacher in writing or verbally.
2. **Step Two. Principal:** If unsatisfied with the response or if the complaint does not concern the child's teacher, they can contact the principal and/or Chief Operations Officer/Chief Financial Officer (COO/CFO). The principal and/or COO/CFO, at their discretion, may require that the complaint be submitted in writing. The principal and/or COO/CFO may also, at their discretion, investigate the complaint.
3. **Step Three. Board of Trustees:** If the complainant is unsatisfied with the principal's response, a written complaint can be submitted to the Board of Trustees by filing a written complaint form (see attached) or by submitting a form online at the school website www.rcacs.org (Parent Contact Form). The Board of Trustees will make every effort to respond to the complaint promptly, within 30 business days. To help ensure a thorough and timely response, the complaint should include: (i) a detailed statement of the nature of the grievance, (ii) what response, if any, was received from the principal and/or teacher; (iii) copies of any correspondence between complainant and the principal and/or teacher; (iv) what action or relief the complainant is seeking; and (v) the complainant's name, address and telephone number.

Formal Complaint Process

A Formal Complaint is filed when the law or charter is violated. Families making a formal complaint do not have to follow the informal process and can file a complaint directly with the RCACS Board of Trustees.

All formal complaints must be submitted in writing to the Board of Trustees, either via mail at: Chairman of the Board of Trustees, c/o Roosevelt Children's Academy Charter School, 201 Debevoise Avenue, Roosevelt, NY 11575, or via the parent contact form on the school website www.rcacs.org.

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 have you received from the school thus far?
- What specific action or relief are you seeking?
- Contact information for you: name, address, email address, and telephone number.

Every effort will be made to address the matter respectfully to the satisfaction of the individual or group who presented the complaint. The Board, as necessary, shall direct the principal and/or COO/CFO or other responsible parties to act upon the complaint and report to the Board. The Board of Trustees will respond to the complaint within 45 days of receipt of the formal written complaint or the date of the next meeting of the Board of Trustees, whichever is sooner.

If, after presenting the complaint to the Board of Trustees, the complainant determines that the Board has not adequately addressed it, the complainant may present it to RCACS's authorizer, the Charter Schools Institute at the State University of New York (SUNY).

Directions for appealing to the authorizer

You must have a written copy of the school decision on your complaint to SUNY. Please complete the [SUNY Formal Complaint Form](#) and email it 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.

Directions for appealing to the State Board of Regents

If you are still not satisfied with the outcome after going through the first three levels of the complaint process, you may write to the State Board of Regents. Complaints must be submitted in writing by mail to the Charter School Office, NYS Education Department, 89 Washington Avenue, Albany, NY 12234, or by email to charterschools@nysed.gov.

The subject line of the email should read: Complaint: Roosevelt Children's Academy 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 did you receive from the School's Board of Trustees and the Charter Schools Institute
- Copies of all relevant correspondence between you and the School and you and the Charter Schools Institute. (You should maintain copies of all correspondence and materials for your own files.)
- What specific action or relief are you seeking?
- Contact information for you – name, address, email address, telephone number.

Roosevelt Children's Academy Formal Complaint Form

Date: ____/____/____

Name of Person Bringing Complaint: _____

Student Name: _____ Grade _____

Telephone# _____ Email (if available) _____

Provide a detailed statement of the nature of your original complaint, including the Date and the individual to whom you spoke.



Charter Schools Institute
The State University of New York

FORMAL COMPLAINTS – APPEAL TO SUNY

Subdivision 2855(4) of the New York Education Law, which is part of the NY Charter Schools Act of 1998, provides a parent, as well as any other individual or entity (such as a contractor or School district) who believes that a charter school has violated a term of its charter or applicable law relating to the management or operation of the charter school, with an opportunity to complain formally to the charter school education corporation's board of trustees and seek relief. The Charter School Education Corporation is the legal entity that operates the school and may operate multiple schools.

Suppose the education corporation board of trustees, or a person or entity it has designated to handle complaints, does not satisfactorily address the issue. In that case, you may appeal the decision to the SUNY Charter Schools Institute (the "Institute"). Please remember that the Institute only reviews complaints that were first brought to the education corporation's board of trustees.

We provide this form for the convenience of people bringing appeals. You can write your own complaint, but it should include all the information requested below. Please answer all questions as best you can. If the space provided is too limited, attach an additional sheet(s).

Please complete this form and email it to charters@suny.edu. Alternatively, please mail the form to:

SUNY Charter Schools Institute
353 Broadway
Albany, NY 12246

Please be sure to attach copies of all correspondence between you and the School, as well as any evidence related to your complaint.



SUNY FORMAL COMPLAINT FORM

Date: ____/____/____

Name of Person Bringing Complaint: _____

Address: _____

Telephone No.: _____

Email address (if available): _____

Name of Charter School: _____

1. Provide a detailed statement of the nature of your original complaint, including the law or provision of the charter that you allege has been violated, if known.

Please attach any evidence related to the complaint.

2. Have you transmitted your complaint, in writing, to the charter school education corporation's board of trustees or a person or entity it has designated to handle complaints in accordance with the school's complaint policy? YES / NO (circle one).

Please attach a copy of the correspondence.

3. Did the board of trustees or its designee respond, in writing, to your complaint? YES / NO (circle one).

If NO, you must wait for the board's response.

If YES, please attach a copy of the board's response, and go to #4.

4. Has the school taken all the actions noted in its response? YES / NO (circle one).

If, in your opinion, the school has not taken all the actions noted in the response, what aspect(s) of its actions have not been sufficient?

5. Describe specifically the action or relief you are now seeking.

SIGNED _____ Date _____

Please be sure to attach copies of all correspondence between you and the school and submit the completed form together with any attachments to: charters@suny.edu, or:

SUNY Charter Schools Institute
353 Broadway
Albany, NY 12246

APPENDIX 2: FREEDOM OF INFORMATION LAW (FOIL) POLICY

FREEDOM OF INFORMATION LAW (FOIL) POLICY

This policy sets forth procedures that are designed to enable Roosevelt Children’s Academy. Charter School to comply with the New York State Freedom of Information Law (“FOIL”). The school’s rules and regulations regarding public access to records are set forth below this policy.

Requests for Public Access to Records

Requests for public information must be in writing and submitted (by mail or email) to the school’s Records Access Officer, who shall be designated by the School Chief Financial Officer (CFO)/Chief Operations Officer (COO). The Records Access Officer will respond to all requests within five business days. The response will be in writing and will indicate either (a) that the request is being granted or denied, or (b) an approximate anticipated date when the request will be granted or denied, which shall be reasonable under the circumstances of the request.

Denial of Access to Records

Suppose the person requesting information is denied access to a record. In that case, they may, within 30 days, appeal such denial to the School Chief Operations Officer or their designee. Upon timely receipt of such an appeal, the school will, within 10 business days of the receipt of the appeal, fully explain, in writing, the reasons for further denial or provide access to the record(s) sought. The school will also forward a copy of the appeal, along with its ultimate determination, to the New York State Committee on Open Government.

In the event an appeal for records is denied, the person requesting the information may bring a proceeding for review of such denial in accordance with Article 78 of the Civil Practice Law and Rules.

The School may deny access to requested records or portions thereof for one or more of the following grounds:

The records are specifically exempted from disclosure by state or federal statute.

- Such access would constitute an unwarranted invasion of personal privacy.
- The records, if disclosed, would impair present or imminent contract awards or collective bargaining negotiations.
- The records are trade secrets or are submitted to the School by a commercial enterprise or derived from information obtained from a commercial enterprise, and which, if disclosed, would cause substantial injury to the competitive position of such enterprise.
- The records are compiled for law enforcement purposes and, if disclosed, would interfere with law enforcement investigations or judicial proceedings, deprive a person of a right to a fair trial or impartial adjudication, identify a confidential source or disclose confidential information relating to a criminal investigation, or reveal criminal investigative techniques or procedures, except routine techniques and methods.
- The records, if disclosed, would endanger the life or safety of any person.
- The records are inter-agency or intra-agency materials that are not statistical or factual tabulations of data, instructions to staff that affect the public, or a final policy or external audits.
- The records constitute examination questions or answers that are requested before the final

- Administration of such questions.
- Disclosure of the records would jeopardize the school's capacity to guarantee the security of its information technology assets, such assets encompassing both electronic information systems and infrastructures.
- The records are photographs, microphotographs, videotape or other recorded images prepared under authority of section eleven hundred eleven-a of the vehicle and traffic law.

Required Records

Roosevelt Children's Academy Charter School shall maintain the following records and information:

- A record setting forth the name, public office address, title, and salary of every officer or employee of the education corporation
- A reasonably detailed current list, by subject matter, of all records in the Education Corporation's custody or possession

Fees

Roosevelt Children's Academy Charter School may charge a copying fee of \$.25 per photocopy not in excess of nine inches by fourteen inches or the actual cost of reproducing any other record.

Location

Records shall be available for public inspection and copying at: Roosevelt Children's Academy Charter School, 105 Pleasant Avenue, Roosevelt NY 11575

Hours for Public Inspection

Requests for public access to records shall be accepted and records produced during all hours when the office is regularly open for business. These hours are: 8:00 am to 4:00 pm.

Public Notice

A notice containing the title or name and business address of the Records Access Officer and appeals person or body and the location where records can be seen, or copies shall be posted in a conspicuous location wherever records are kept and/or published in a local newspaper of general circulation.

Severability

Suppose any provision of this policy or the application thereof to any person or circumstances is adjudged invalid by a court of competent jurisdiction. In that case, such judgment shall not affect or impair the validity of the other provisions of these regulations or the application thereof to other persons and circumstances.

Public Access to Records of Roosevelt Children's Academy Charter School Rules and Regulations

Purpose and Scope

The people's right to know the process of government decision-making and the documents and statistics leading to determinations is fundamental to our society. Access to such information should not be thwarted by shrouding it in secrecy or confidentiality.

These regulations provide information on the procedures for obtaining records. Personnel shall furnish to the public the information and documents required by the Freedom of Information Law, as well as records otherwise available by law.

Any conflicts among laws governing public access to records shall be construed in favor of the broadest possible availability of public records.

Designation of Records Access Officer

The School Chief Operations/Chief Financial Officer is responsible for ensuring compliance with the regulations herein, and designates the following person as records access officer:

Ella Portero
Roosevelt Children's Academy Charter School
105 Pleasant Avenue, Roosevelt NY 11575

The records access officer is responsible for ensuring an appropriate school response to public requests for access to records. The designation of a records access officer shall not be construed to prohibit officials who have in the past been authorized to make records or information available to the public from continuing to do so.

The records access officer shall ensure that school personnel:

1. Maintain an up-to-date subject matter list.
2. Assist persons seeking records to identify the records sought, if necessary, and when appropriate, indicate the manner in which the documents are filed, retrieved, or generated to assist persons in reasonably describing records.
3. Contact persons seeking records when a request is voluminous or when locating the records involves substantial effort, so that personnel may ascertain the nature of records of primary interest and attempt to reduce the volume of records requested reasonably.
4. Upon locating the records, take one of the following actions:
 - Make records available for inspection; or,
 - Deny access to the records in whole or in part and explain in writing the reasons therefor.
5. Upon request for copies of records:

- Make a copy available upon payment or offer to pay established fees, if any; or,
 - Permit the requester to copy those records.
6. Upon request, certify that a record is a true copy; and
 7. Upon failure to locate records, certify that;
 - Roosevelt Children’s Academy Charter School is not the custodian for such records, or
 - The records of which Roosevelt Children’s Academy Charter School is a custodian cannot be found after diligent search.

Location

Records shall be available for public inspection and copying at:

Roosevelt Children’s Academy Charter School, 105 Pleasant Avenue, Roosevelt NY 11575

Hours for Public Inspection

Requests for public access to records shall be accepted and records produced during all hours when the office is regularly open for business. These hours are 8 am to 4 pm.

Requests for Public Access to Records

A written request (by mail or email) may be required, but oral requests may be accepted when records are readily available. If records are maintained on the internet, the requester shall be informed that the records are accessible via the internet and in printed form, either on paper or another information storage medium.

A response shall be given within five business days of receipt of a request by:

1. Informing a person requesting records that the request or portion of the request does not reasonably describe the records sought, including direction, to the extent possible, that would enable that person to request records reasonably described.
2. granting or denying access to records in whole or in part;
3. acknowledging the receipt of a request in writing, including an approximate date when the request will be granted or denied in whole or in part, which shall be reasonable under the circumstances of the request and shall not be more than twenty business days after the date of the acknowledgment, or if it is known that circumstances prevent disclosure within twenty business days from the date of such acknowledgment, providing a statement in writing indicating the reason for inability to grant the request within that time and a date specific, within a reasonable period under the circumstances of the request, when the request will be given in whole or in part; or
4. If the receipt of the request was acknowledged in writing and included an approximate date when the request would be granted in whole or in part within twenty business days of such acknowledgment, but circumstances prevent disclosure within that time, providing a statement in

Writing within twenty business days of such acknowledgment specifying the reason for the inability to do so and a date specific, within a reasonable period under the circumstances of the request, when the request will be granted in whole or in part.

In determining a reasonable time for granting or denying a request under the circumstances of a request, personnel shall consider the volume of a request, the ease or difficulty in locating, retrieving or generating records, the complexity of the request, the need to review records to determine the extent to which they must be disclosed, the number of requests received by the school, and similar factors that bear on the ability to grant access to records promptly and within a reasonable time.

A failure to comply with the time limitations described herein shall constitute a denial of a request that may be appealed. Such failure shall include situations in which an officer or employee:

1. Fails to grant access to the records sought, deny access in writing, or acknowledge the receipt of a request within five business days of the receipt of a request.
2. Acknowledges receipt of a request within five business days but fails to furnish an approximate date when the request will be granted or denied in whole or in part.
3. Furnishes an acknowledgment of the receipt of a request within five business days with an approximate date for granting or denying access as a whole or in part that is unreasonable under the circumstances of the request.
4. Fails to respond to a request within a reasonable time after the approximate date given or within twenty business days after the date of the acknowledgment of the receipt of a request.
5. Determines to grant a request in whole or in part within twenty business days of the acknowledgment of the receipt of a request, but fails to do so, unless the school provides the reason for its inability to do so in writing and a date specific within which the request will be granted in whole or in part.
6. Doesn't not grant a request in whole or in part within twenty business days of the acknowledgment of the receipt of a request and fails to provide the reason in writing explaining the inability to do so, and a date specific by which the request will be granted in whole or in part; or
7. Responds to a request, stating that more than twenty business days is needed to grant or deny the request in whole or in part, and provides a date by which that will be accomplished. Still, such a date is unreasonable under the circumstances of the request.

Subject Matter List

The records access officer shall maintain a reasonably detailed current list by subject matter of all records in its possession, whether or not records are available pursuant to subdivision two of Section eighty-seven of the Public Officers Law.

The subject matter list shall be sufficiently detailed to permit identification of the category of the record sought.

The subject matter list shall be updated annually. The most recent update shall appear on the first page of the subject matter list.

Denial of Access to Records

Denial of access to records shall be in writing stating the reason therefor and advising the requester of the right to appeal to the individual established to determine appeals, who shall be identified by name, title, business address, and business phone number.

If the requested records are not provided promptly, as required by these regulations, such failure shall also constitute a denial of access.

The following person shall determine appeals regarding denial of access to records under the Freedom of Information Law:

Philip Leconte
Chief Operations Officer/Chief Financial Officer (COO/CFO)
Roosevelt Children's Academy Charter School
201 Debevoise Avenue, Roosevelt NY 11575

Any person denied access to records may appeal within thirty days of a denial. The time for deciding an appeal by the individual designated to determine appeals shall commence upon receipt of a written appeal identifying:

- the date and location of requests for records;
- a description, to the extent possible, of the records that were denied; and
- the name and return address of the person denied access.

A failure to determine an appeal within ten business days of its receipt by granting access to the records sought or fully explaining the reasons for further denial in writing shall constitute a denial of the appeal.

The person designated to determine appeals shall transmit to the [Committee on Open Government](#) copies of all appeals upon receipt of appeals. Such copies shall be addressed to:

Committee on Open Government
Department of State
One Commerce Plaza
99 Washington Avenue, Suite 650
Albany, NY 12231

The person designated to determine appeals shall inform the appellant and the Committee on Open Government of its determination in writing within ten business days of receipt of an appeal. The determination shall be transmitted to the Committee on Open Government in the same manner as set forth above.

Fees

There shall be no fee charged for the inspection, search, or any certification pursuant to these rules and regulations.

Fees for copies may be charged, provided that the fee for copying records shall not exceed \$.25 per page for photocopies not exceeding nine by 14 inches. The fee for photocopies of records in excess of 9 x 14 inches shall not exceed the actual cost of reproduction. Roosevelt Children's Academy Charter School has the authority to redact portions of a paper record. It does so before the record is disclosed by making a photocopy from which the proper redactions are made.

The fee that the School may charge for a copy of any other record is based on the actual cost of reproduction and may include only the following:

1. an amount equal to the hourly salary attributed to the lowest-paid employee who has the necessary skill required to prepare a copy of the requested record, but only when more than two hours of the employee's time are required to do so; and
2. the actual cost of the storage devices or media provided to the person requesting to comply with such request; or
3. the actual cost to the school of engaging an outside professional service to prepare a copy of a record, but only when the school's information technology equipment is inadequate to prepare a copy, and if such a service is used to prepare the copy.
4. When the school can retrieve or extract a record or data maintained in a computer storage system with reasonable effort, or when doing so requires less employee time than engaging in manual retrieval or redactions from non-electronic records, the school shall be required to retrieve or extract such record or data electronically. In such a case, the school may charge a fee in accordance with paragraphs (1) and (2) above.

The school shall inform a person requesting a record of the estimated cost of preparing a copy of the record if more than two hours of a school employee's time is needed, or if it is necessary to retain an outside professional service to prepare a copy of the record. The school may require that the fee for copying or reproducing a record be paid in advance of preparing such a copy. The school may waive all or part of a fee when making records available for copying.

Public Notice

A notice, in the form below, containing the title or name and business address of the records access officers and appeals person or body, and the location where records can be seen, or copies obtained, shall be posted in a conspicuous location wherever records are kept and/or published in a local newspaper of general circulation.

Severability

Suppose any provision of these regulations or the application thereof to any person or circumstances is adjudged invalid by a court of competent jurisdiction. In that case, such judgment shall not affect or impair the validity of the other provisions of these regulations or the application thereof to other persons and circumstances.

PUBLIC NOTICE

YOU HAVE A RIGHT TO SEE PUBLIC RECORDS

The amended Freedom of Information Law, which took effect on January 1, 1978, gives you the right of access to many public records.

Roosevelt Children's Academy Charter School has adopted regulations governing when, where, and how you can see public records.

The regulations are posted in all places where records are kept. According to these regulations, records can be seen and copied at:

Roosevelt Children's Academy Charter School
201 Debevoise Avenue, Roosevelt, NY 11575

The following officials will help you to exercise your right to access:

1. School officials who have in the past been authorized to make records available
2. Records Access Officer(s):

Ella Portero
105 Pleasant Avenue, Roosevelt, NY 11575

If you are denied access to a record, you may appeal to the following person:

Philip Leconte
Chief Operations Officer/Chief Financial Officer/COO/CFO
Roosevelt Children's Academy Charter School
201 Debevoise Avenue, Roosevelt, NY 11575

APPENDIX 3: FERPA POLICY

Roosevelt Children's Academy Charter School Notification of Rights under FERPA

The Family Educational Rights and Privacy Act (FERPA) affords parents and students who are 18 years of age or older ("eligible students") certain rights with respect to the student's education records. These rights are:

1. The right to inspect and review the student's education records within 45 days after the day the Roosevelt Children's Academy ("School") receives an access request.

Parents or eligible students should submit a written request to the school principal [or appropriate school official] identifying the records they wish to inspect. The school official will make access arrangements and notify the parent or eligible student of the time and place where the records may be inspected.

2. The right to request the amendment of the student's education records that the parent or eligible student believes are inaccurate, misleading, or otherwise in violation of the student's privacy rights under FERPA.

Parents or eligible students who wish to ask the School to amend a record should write the school principal or appropriate school official, clearly identify the part of the record they want changed, and specify why it should be changed. Suppose the school decides not to amend the record as requested by the parent or eligible student. In that case, the school will notify the parent or eligible student of the decision and of their right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the parent or eligible student when notified of the right to a hearing.

3. The right to provide written consent before the school discloses personally identifiable information (PII) from the student's education records, except to the extent that FERPA authorizes disclosure without consent.

One exception that permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by the school as an administrator, supervisor, instructor, or support staff member (including health or medical staff and law enforcement unit personnel) or a person serving on the school board. A school official also may include a volunteer or contractor outside of the school who performs an institutional service of function for which the school would otherwise use its own employees and who is under the direct control of the school with respect to the use and maintenance of PII from education records, such as an attorney, auditor, medical consultant, or therapist; a parent or student volunteering to serve on an official committee, such as a disciplinary or grievance committee; or a parent, student, or other volunteer assisting another school official in performing their tasks. A school official has a legitimate educational interest if they need to review an education record to fulfill their professional responsibilities.

4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the School to comply with the requirements of FERPA. The name and address of the Office that administers FERPA are:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202

In accordance with requirements of § 2855(4) of the Education Law, any individual or group may bring a formal complaint to the Board of Trustees alleging a violation of the provisions of this article, the charter, or any other provision of law relating to the management or operation of the school.

If, after presenting the complaint to the Board of Trustees, the individual or group determines that the Board has not adequately addressed the complaint, they may show it to the State University of New York Trustees through the Charter School Institute, which shall investigate and respond. If, after presentation of the

If, in a complaint to the Charter Schools Institute, the individual or group determines that the Charter Schools Institute has not adequately addressed the complaint, the complainant may present the case to the Board of Regents, which shall investigate and respond. The Charter Schools Institute and the Board of Regents have the power and the duty to take remedial action as appropriate.

Please see the “formal complaint” section below for the step-by-step formal complaint process.

Although any individual or group may bring a formal complaint as discussed above, RCACS has established an **informal complaint process** to resolve matters in question expeditiously. **Complaints that do not involve a suspected violation of RCACS’ charter or charter law should be addressed through the informal process described below.**

Informal Complaint Process

Informal complaints, such as problems with assigned teachers or classes, and issues with grades, promotion, and retention, do not involve violations of law or charter.

The Roosevelt Children’s Academy Board of Trustees encourages students and parents to discuss their concerns and complaints through informal conferences with the appropriate teachers, principal, or other campus staff.

Often, issues or complaints can be resolved informally and do not require the formal complaint process described below. Where appropriate, you may wish to use the informal approach, which can result in a more timely resolution and is suited to issues that do not involve a violation of the charter or law. Even issues involving a breach of the charter or state law may be resolved informally, and you may wish to use this avenue before making a formal complaint. Using the informal process does not prevent you from later using the formal complaint process.

Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level.

The complainant must follow the following steps:

4. **Step One. Teacher:** Contact the child’s teacher in writing or verbally.
5. **Step Two. Principal:** If unsatisfied with the response or if the complaint does not concern the child’s teacher, they can contact the principal and/or Chief Operations Officer/Chief Financial Officer (COO/CFO). The principal and/or COO/CFO, at their discretion, may require that the complaint be submitted in writing. The principal and/or COO/CFO may also, at their discretion, investigate the complaint.
6. **Step Three. Board of Trustees:** If the complainant is unsatisfied with the principal's response, a written complaint can be submitted to the Board of Trustees by filing a written complaint form (see attached) or by submitting a form online at the school website www.rcacs.org (Parent Contact Form). The Board of Trustees will make every effort to respond to the complaint promptly, within 30 business days. To help ensure a thorough and timely response, the complaint should include: (i) a detailed statement of the nature of the grievance, (ii) what response, if any, was received from the principal and/or teacher; (iii) copies of any correspondence between complainant and the principal and/or teacher; (iv) what action or relief the complainant is seeking; and (v) the complainant’s name, address and telephone number.

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A Formal Complaint is filed when the law or charter is violated. Families making a formal complaint do not have to follow the informal process and can file a complaint directly with the RCACS Board of Trustees.

All formal complaints must be submitted in writing to the Board of Trustees, either via mail at: Chairman of the Board of Trustees, c/o Roosevelt Children's Academy Charter School, 201 Debevoise Avenue, Roosevelt, NY 11575, or via the parent contact form on the school website www.rcacs.org.

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.
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Directions for appealing to the authorizer

You must have a written copy of the school decision on your complaint to SUNY. Please complete the [SUNY Formal Complaint Form](#) and email it 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.

Directions for appealing to the State Board of Regents

If you are still not satisfied with the outcome after going through the first three levels of the complaint process, you may write to the State Board of Regents. Complaints must be submitted in writing by mail to the Charter School Office, NYS Education Department, 89 Washington Avenue, Albany, NY 12234, or by email to charterschools@nysed.gov.

The subject line of the email should read: Complaint: Roosevelt Children's Academy 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 did you receive from the School's Board of Trustees and the Charter Schools Institute
- Copies of all relevant correspondence between you and the School and you and the Charter Schools Institute. (You should maintain copies of all correspondence and materials for your own files.)
- What specific action or relief are you seeking?
- Contact information for you – name, address, email address, telephone number.

Roosevelt Children's Academy Formal Complaint Form

Date: ____/____/____

Name of Person Bringing Complaint: _____

Student Name: _____ Grade _____

Telephone# _____ Email (if available) _____

Provide a detailed statement of the nature of your original complaint, including the date and the individual to whom you spoke.



Charter Schools Institute
The State University of New York

FORMAL COMPLAINTS – APPEAL TO SUNY

Subdivision 2855(4) of the New York Education Law, which is part of the NY Charter Schools Act of 1998, provides a parent, as well as any other individual or entity (such as a contractor or school district) who believes that a charter school has violated a term of its charter or applicable law relating to the management or operation of the charter school, with an opportunity to complain formally to the charter school education corporation's board of trustees and seek relief. The charter school education corporation is the legal entity that operates the school and may operate multiple schools.

Suppose the education corporation board of trustees, or a person or entity it has designated to handle complaints, does not satisfactorily address the issue. In that case, you may appeal the decision to the SUNY Charter Schools Institute (the "Institute"). Please remember that the Institute only reviews complaints that were first brought to the education corporation's board of trustees.

We provide this form for the convenience of persons bringing appeals. You can write your own complaint, but it should include all the information requested below. Please answer all questions as best you can. If the space provided is too limited, attach an additional sheet(s).

Please complete this form and email it to charters@suny.edu. Alternatively, please mail the form to:

SUNY Charter Schools Institute
353 Broadway
Albany, NY 12246

Please be sure to attach copies of all correspondence between you and the school, as well as any evidence related to your complaint.



SUNY FORMAL COMPLAINT FORM

Date: ____/____/____

Name of Person Bringing Complaint: _____

Address: _____

Telephone No.: _____

Email address (if available): _____

Name of Charter School: _____

6. Provide a detailed statement of the nature of your original complaint, including the law or provision of the charter that you allege has been violated, if known.

Please attach any evidence related to the complaint.

7. Have you transmitted your complaint, in writing, to the charter school education corporation's board of trustees or a person or entity it has designated to handle complaints in accordance with the school's complaint policy? YES / NO (circle one).

Please attach a copy of the correspondence.

8. Did the board of trustees or its designee respond, in writing, to your complaint? YES / NO (circle one).

If NO, you must wait for the board's response.

If YES, please attach a copy of the board's response, and go to #4.

9. Has the school taken all the actions noted in its response? YES / NO (circle one).

If, in your opinion, the school has not taken all the actions noted in the response, what aspect(s) of its actions have not been sufficient?

10. Describe specifically the action or relief you are now seeking.

SIGNED _____ DATE _____

Please be sure to attach copies of all correspondence between you and the school and submit the completed form together with any attachments to: charters@suny.edu, or:

SUNY Charter Schools Institute
353 Broadway
Albany, NY 12246