Bronx Charter School for the Arts

BRONX ARTS COMPLAINT POLICY

Bronx Charter School for the Arts is committed to promptly addressing any concerns or complaints members of the school community may have.

The Board of Trustees intends for the first step in the conflict resolution process to be for complainants to discuss issues with the appropriate person or people at the school staff level, including the Executive Director.

However, any individual or group may bring a complaint to the Board of Trustees. The Board of Trustees will hear complaints pertaining to Bronx Arts' operation, management, or policies, or alleging any violation of the provision of the charter or any provision of law relating to the management or operation of the charter school.

To present a complaint to the Board of Trustees, a complainant may attend a meeting of the Board of Trustees (consistent with the open meetings law) and request to be added to the agenda, or the complainant may submit the complaint at any time, orally or in writing, to the Board Chair.

The Board may choose to act immediately on a complaint (as in emergency situations that suggest a child is in danger) or may initiate an investigation that takes place over a period of time, or both. Such investigations may include such actions as the review of documents and student records, and conversations with staff, families, and students.

All complaints will be added to the agenda of the Board meeting subsequent to their submission, for discussion by the full Board. In all cases, even if an investigation is not complete, the Board Chair will respond in writing to all complaints within 14 days after the Board meeting subsequent to the submission of the complaint, in order to provide an official acknowledgement of the complaint, and provide a status update or communicate the determination of the Board on the matter. If necessary, the Board chair will provide a second response once the Board has made a final determination on the complaint.

Complaints may be submitted to the Chairman of the Board of Trustees is reachable by mail via Bronx Arts or at boardchair@bronxarts.net.

If a complainant determines that the Board of Trustees has not adequately addressed their complaint, the complainant may address the complaint to the New York State Board of Regents, which shall investigate and respond. The Board of Regents has the power and duty to issue appropriate remedial orders to Bronx Charter School for the Arts.