Grievance Policy

Informal Complaint Procedures
An informal complaint is a complaint that does not concern an alleged violation of law or the charter of New York City Charter School of the Arts (NYCCSA). Examples include, but are not limited to, concerns about an academic grade, CSA’s computer usage policy or the class schedule. To initiate an informal complaint, parties are encouraged to contact the appropriate staff member at CSA (often the advisor) by telephone or email, or by scheduling a meeting to discuss the complaint in person. All staff members are committed to responding promptly to informal complaints, either in person, by telephone or in writing (electronic or otherwise). The advisor will act as a conduit to additional school personnel if warranted.

If an informal complaint is not responded to and resolved promptly or satisfactorily, you may contact the Head of School or Assistant Head of School to discuss the matter further. If you are not satisfied with the response and/or outcome/decision of the Head of School or Assistant Head of School, you may file a complaint in writing to CSA’s Board of Trustees. The contact information for CSA’s Board of Trustees can be obtained in person at CSA’s main office or by emailing board@cityschoolofthearts.org. 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 Head of School, Assistant Head and/or teacher; (iii) copies of any correspondence between complainant and the Head of School, Assistant Head and/or teacher; (iv) what action or relief the complainant is seeking; and (v) the complainant’s name, address and telephone number.

The Board of Trustees will make every effort to respond to the complaint in a timely manner, not to exceed 45 days from the date of receipt of the complaint by the Board of Trustees.

Formal Complaint Procedures
If your complaint alleges a violation of CSA’s charter or law, you may file a formal complaint in writing to CSA’s Board of Trustees. The contact information for CSA’s Board of Trustees can be obtained in person at CSA’s main office or by emailing board@cityschoolofthearts.org. Please include with the complaint the nature of the violation, the facts on which the complaint is based and appropriate contact information so that the Board of Trustees may contact you regarding the complaint.
Upon receipt of a formal complaint, the Board of Trustees shall review the complaint or appoint either a committee of Board members or another designee to review the complaint. The Board of Trustees will respond in writing to the complainant within a reasonable amount of time (within forty-five (45) days from the date of receipt of the complaint by the Board of Trustees).

If you are not satisfied with the response from CSA’s Board of Trustees, you may submit a formal complaint to CSA’s authorizer, the SUNY Charter Schools Institute. Please complete the SUNY complaint form (in the pages following this policy) and email it to charters@suny.edu. Alternatively, please mail the form to:

   SUNY Charter Schools Institute  
   353 Broadway  
   Albany, NY 12246

The Charter Schools Institute, acting on behalf of the Board of Trustees of the State University of New York, will investigate and respond.

If, after presentation of the complaint to the Charter Schools Institute, you determine that the Charter Schools Institute has not adequately addressed the complaint, you may present the complaint to the State Education Department, acting on behalf of the Board of Regents, which shall investigate and respond. The contact information for the State Education Department is as follows:

   Charter Schools Office Room #5N EB Mezzanine  
   89 Washington Avenue  
   Albany, NY 12234

The complaint must be clearly marked as a charter school complaint.

The Charter Schools Institute and the State Education Department each have the power and the duty to take remedial action to resolve the complaint, as appropriate.

If you elect to follow the informal complaint procedures to resolve a formal complaint, you shall be permitted at any time to stop the informal complaint procedures and initiate formal complaint procedures.
If an individual or group voices a complaint at a public meeting of CSA’s Board of Trustees or to individual trustees, the Board of Trustees shall not respond to the substance of the complaint, but instead shall thank the individual or group for their time and direct them to the relevant complaint procedures.