

Process for Handling Complaints

The process for making complaints, with contact information, is available at the school site. Any public or nonpublic school parent or teacher, other interested person, or agency may file a complaint directly to the school's lead administrator.

For a complaint to be complete, it must:

- be written;
- be signed by the person or agency representative filing the complaint;
- specify the requirement of law or regulation being violated and the related issue, problem, and/or the concern;
- contain information/evidence supporting the complaint; and
- it must state the nature of the corrective action desired.

The school's response must:

- include a copy of the original signed complaint
- respond in writing to the complaining party within 30 business days.

The complaining party has the right to file an appeal to the appropriate State Education or Local Education authorities should the complaining party not be satisfied with the resolution the school offers, or in situations where the school fails to respond in time. Schools must keep a record of all complaints.

For issues that can not be solved at the school level, a formal complaint can be generated and elevated to the Board. Formal complaints received must be submitted to the Board of Trustees at least one week prior to the next Board meeting. Complaints submitted later must be addressed at the subsequent meeting of the Board of Trustees. Emergency issues are dealt with on an as-needed basis, with the Board responding at or prior to its next regular public meeting. The Board makes every effort to respectfully address each matter to the satisfaction of the individual or group who presented the complaint. The Board, when necessary, may direct the Principal or other responsible party to act upon the complaint and report to the Board. The Board of Trustees shall render a determination in writing if appropriate or required.

In accordance with Education Law § 2855(4), if, after presentation of such a complaint to the Board of Trustees, the individual or group determines that the Board has not adequately addressed the complaint, that individual or group may present the complaint to the New York City Department of Education, which shall investigate and respond. If, after presentation of the complaint to the New York City Department of Education, the individual or group determines that it has not adequately addressed the complaint, they may present the complaint to the Board of Regents, which shall investigate and respond. The New York City Department of Education and the Board of Regents shall have the power and the duty to issue remedial orders as appropriate.

Appeal to the NYCDOE

If after your appeal you are not satisfied with the Board of Trustees' decision, and if your complaint involves a violation of either the school's policies or its charter, you may submit a formal complaint to the Charter Authorization Team at the NYCDOE via email, CharterOversight@schools.nyc.gov.

Appeal to the New York State Board of Regents

If you are still not satisfied with the outcome after going through the other levels of the complaint process, you may write to:

The NY State Board of Regents
NY State Education Department
Charter School Office, Room 465 EBA

89 Washington Avenue,
Albany, NY 12234
518-474-1762

Or send an email to charterschools@nysed.gov (subject line should include the name of the school and the word “Complaint”).

If you’d like to reach out to VOICE’s Board of Trustees, please email board@voicecharterschool.org

VOICE Charter School
New York City Department of Education
Charter School Renewal, December 2012