



## ZETA CHARTER SCHOOLS COMPLAINT POLICY

Zeta Charter Schools - New York City ("Zeta") encourages members of the school community to raise any concerns or complaints directly with the school, first to the student's teacher, then to school leadership. The school is committed to promptly addressing any concerns or complaints members of the school community may have.

In the event that an individual or group wishes to raise a concern or complaint with Zeta Charter Schools - New York City's Board of Trustees (the "Board"), he/she/they must submit the concern or complaint in writing to the Board at the following address:

Board of Trustees  
Zeta Charter Schools - New York City  
% Emily A. Kim  
222 Alexander Avenue  
Bronx, New York 10454

Written complaints submitted to any school governed by Zeta will also be forwarded to the Board.

The Board (or Board member representative) will respond within a reasonable amount of time. Every effort will be made to respectfully address each matter to the satisfaction of the complainant. The Board or its representative may, as necessary, delegate to the head of school or other responsible party to act upon the complaint and report back as necessary or appropriate. The Board will provide a determination in writing as appropriate.

In accordance with Education Law § 2855(4), if the complainant does not feel that the Board has adequately addressed the complaint, the complainant may present the complaint to the school's charter entity, the Board of Trustees of the State University of New York ("State University Trustees") through the Charter Schools Institute, which shall investigate and respond. The State University Trustees shall have the power and the duty to issue appropriate remedial orders to the Board under their jurisdiction to effectuate the provisions applicable under the Education Law. If, after presentation of the complaint to the State University Trustees, the complainant does not feel that the State University Trustees have adequately addressed the complaint, the complainant may present that complaint to the Board of Regents, which shall investigate and respond, and may issue remedial orders if appropriate.

This policy will be available upon request in each school, and the school will furnish the latest version of the Charter Schools Institute's complaint procedures to the complainant upon request.