

Elementary

GUIDELINES FOR HANDLING COMPLAINTS

The Academy Charter School Uniondale TACSU views its students and parents -- and their satisfaction -- as our number one priority. We aim to create an environment that invites praise and commendation for our successes, and constructive criticism for our occasional mistakes.

If you think our school or one of our employees is doing a great job, we would love to hear from you. On the other hand, in the event that you have a grievance regarding our school or an employee, we want an opportunity to address your concern.

Please use the following applicable procedure if you would like to submit a complaint to TACSU:

If Your Complaint Alleges That TACS Violated Its Charter or A Provision of Law Relating To The Management Or Operation of TACS, then:

1. Parents and guardians, and others, may submit a written complaint to the building principal, the Executive Director or to the Board of Trustees of TACS for action by the Board. The address of the board of trustees is:

Board of Trustees

The Academy Charter School Uniondale

100 Charles Lindbergh Blvd

Uniondale, New York 11553

Formal complaints will be reviewed by the Board of Trustees.

2. To appeal a decision, the person appealing shall submit a written request to the Executive Director specifying the reasons why the decision should be overruled. The appeal must be initiated by the appealing party and received by the principal within five (5) working days of the receipt of notification of the decision to retain the student. The principal and teacher(s) shall be provided with an opportunity to state orally and/or in writing the reasons for the decision and provide supporting documentation related to the criteria on which the decision was based. Within five

(5) working days of receiving the written request for appeal, the Executive Director shall determine whether or not to recommend that the Board of Trustees change its decision. Such recommendation shall be presented to the Board of Trustees. In the event the Executive Director does not recommend a change, a person may appeal the Executive Director's decision to the Board of Trustees, which may appoint a committee to review the decision. The decision of the Board shall be final.

The Board of Trustees will make every effort to respond to your complaint in a timely manner, usually within 60 days. The Board may, in its discretion, investigate your complaint on its own or the Board may delegate the investigation to a third party. To help insure a thorough and timely response, your complaint should include: (i) a detailed statement of the nature of your grievance (including the law or provision of the charter that you allege has been violated); (ii) if applicable, the names of the individuals involved, and the time, date and place the relevant incidents(s) occurred; (iii) copies of any relevant correspondence or documents; (iv) what action or relief you are seeking; and (v) your name, address and telephone number.

3. The Board of Trustees will provide you with a written response to your complaint, usually within 60 days, and a copy of the Guidelines of the Charter School Institute for handling Complaints (a copy is attached hereto). If you are unsatisfied with the response of the Board of Trustees, and your complaint alleges a violation of law or a provision of the school's charter, you may submit your written complaint to the SUNY Charter Schools Institute on behalf of the State University of New York Board of Trustees (The Charter Schools Institute is the New York state governmental entity that monitors TACSU). The address of the Charter Schools Institute is:

Charter Schools Institute

Attn: Grievance Desk

353 Broadway

Albany, New York 12246

Please note that the Charter Schools Institute does not have the power to review your complaint if you fail to allege a violation of law or a violation of the school's charter. To help insure a thorough and timely response from the Charter Schools Institute, your complaint should include: (i) a detailed statement of the nature of your grievance (including the law or provision of the charter that you allege has been violated); (ii) what response, if any, you received from the Board of Trustees of TACSU; (iii) copies

of any correspondence between you and the Board of Trustees; (iv) what action or relief you are seeking; and (v) your name, address and telephone number.

To assist you in writing your grievance, the Charter Schools Institute has created a grievance form that is available on its website, which you can use when submitting grievances to it (<http://www.newyorkcharters.org/formal-complaints/>). A copy of the form is attached hereto and is also available at TACSU. The form is not mandatory; it is provided as a convenience to you.

4. The Charter Schools Institute will provide you with a written response. If you are unsatisfied with the Charter Schools Institute's response to your complaint, you have the right to "appeal" to the New York State Education Department on behalf of the New York State Board of Regents. The address for the State Education Department is:

Charter Schools Unit

New York State Education Department

Albany, New York 12234

Please make sure that it is clearly marked as a charter school complaint. The State Education Department has its own guidelines and procedures for reviewing complaints. Therefore, you should consult the State Education Department staff in the Charter Schools Unit before submitting your complaint to them.

Middle School

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1. Parents and guardians, and others, may submit a written complaint to the building principal, the Executive Director or to the Board of Trustees of TACS for action by the Board. The address of the board of trustees is:

Board of Trustees
The Academy Charter School
117 North Franklin Street
Hempstead, New York 11550

Formal complaints will be reviewed by the Board of Trustees.

2. To appeal a decision, the person appealing shall submit a written request to the Executive Director specifying the reasons why the decision should be overruled. The appeal must be initiated by the appealing party and received by the principal within five (5) working days of the receipt of notification of the decision to retain the student. The principal and teacher(s) shall be provided an opportunity to state orally and/or in writing the reasons for the decision and provide supporting documentation related to the criteria on which the decision was based. Within five (5) working days of receiving the written request for appeal, the Executive Director shall determine whether or not to recommend that the Board of Trustees change its decision. Such a recommendation shall be presented to the Board of Trustees. In the event the Executive Director does not recommend a change, a person may appeal the Executive Director's decision to the Board of Trustees, which may appoint a committee to review the decision. The decision of the Board shall be final.

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High School

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Please use the following applicable procedure if you would like to submit a complaint to UHS:

If Your Complaint Alleges That UHS Violated Its Charter or A Provision of Law Relating To The Management Or Operation of UHS, then:

1. Parents and guardians, and others, may submit a written complaint to the building principal, the Executive Director or to the Board of Trustees of UHS for action by the Board. The address of the board of trustees is:

Board of Trustees
The Academy Charter School
117 North Franklin Street
Hempstead, New York 11550

Formal complaints will be reviewed by the Board of Trustees.

2. To appeal a decision, the person appealing shall submit a written request to the Executive Director specifying the reasons why the decision should be overruled. The appeal must be initiated by the appealing party and received by the principal within five (5) working days of the receipt of notification of the decision to retain the student. The principal and teacher(s) shall be provided an opportunity to state orally and/or in writing the reasons for the decision and provide supporting documentation related to the criteria on which the decision was based. Within five

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