



**Evergreen Charter School**  
605 Peninsula Blvd., Hempstead, NY 11550  
Phone (516)292-2060 Fax: (516)292-0575

## **COMPLAINT AND GRIEVANCE POLICY**

Evergreen Charter School is committed to addressing complaints by its constituents in a timely and appropriate manner. This policy provides a procedure for two types of complaints: (a) complaints alleging a violation of the New York Charter Schools Act (Education Law § 2850, *et seq.*) or the school's charter, or any other provision of law relating to the management or operation of the charter school; and (b) complaints about matters other than those specified in (a) above. The procedures for filing a complaint differ depending on whether the complaint is of the first or second type described above.

### **Complaints Alleging A Violation Of The Charter Schools Act, The School's Charter Or Provision Of Law Relating To The Management Or Operation Of The Charter School**

Complaints in this category are designated "Formal Complaints". The following procedures apply to Formal Complaints. Any person may file a Formal Complaint, in writing, to the Secretary of the school's Board of Trustees, within 14 calendar days that the alleged violation took place. The Secretary will forward the Formal Complaint to the Vice Chair of the Board of Trustees who has been delegated by the Board of Trustees to address Formal Complaints.

The Secretary's name and address for sending Formal Complaints is:

Ms. Gladys Rodriguez  
Evergreen Charter School  
Secretary, Board of Trustees  
605 Peninsula Boulevard  
Hempstead, NY 11550

Adopted: October 26, 2011



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A Formal Complaint form is available in the school Principal's office. While it is not required that this form be used, it is recommended. In any event, in order for the Vice Chair to properly consider the written Formal Complaint, a detailed statement must be provided regarding the facts and circumstances giving rise to the Formal Complaint, the identity of any individuals involved in the Formal Complaint, and the date of any events or facts concerning the matter. Submit with your Formal Complaint any relevant documentation, reports, etc. in support of the Formal Complaint.

A Formal Complaint will be considered and responded to in writing within 14 calendar days of its receipt by the Secretary. Full attention will be given to the Formal Complaint including consideration of any statements submitted by the complainant with the Formal Complaint, any relevant documents, input of school personnel and any other persons whose contributions may be relevant.

Additional information about writing a form complaint can be found at <http://www.p12.nysed.gov/psc/complaint.html>. This information describes the process for filing a complaint with the New York State Board of Regents. The Board of Regents has the authority, under the Charter Schools Act, to take appropriate action. Upon a determination being made, a copy of the determination will be transmitted to the complainant by the school

Other Complaints Regarding the Operation or Management of the Charter School ("Informal Complaints")

For complaints other than those specified above, the following procedures apply. The Board of Trustees has delegated to the Principal the authority and responsibility to receive, consider and respond to all regular complaints relating to the management or operation of the school ("Informal Complaint"), unless related to operations involving the Business Office. If the nature of the complaint involves the Business Office, the complaint should be submitted to the Board of Trustees. Informal Complaints must be made in writing to the Principal/Board of Trustees within 14 calendar days of the decision or action that gave rise to the complaint. If the complaint concerns a decision or action of the Principal, then the Informal Complaint must be made, in writing, to the Chair of the Board of Trustees

In order for the Principal or Board of Trustees to properly consider a written Informal Complaint, a detailed statement must be provided regarding the facts and circumstances giving rise to the Informal Complaint, the identity of any individuals involved in the Informal Complaint, and the date of any events or facts concerning the matter. Submit with your Informal Complaint any relevant documentation, reports, etc. in support of the Informal Complaint.

Informal Complaints, whether made in writing to the Principal or Board of Trustees, will be addressed to the Complainant within 14 calendar days of its receipt by the Principal or Board of Trustees, unless there are extenuating circumstances. Informal Complaints will be responded to in writing.

Adopted: October 26, 2011