

Promise Academy Formal Complaint Process

Step 1: Familiarize yourself with the school's guidelines and contact the school's leadership.

Begin by contacting school leadership to try to resolve any violations, issues or complaints. Before doing so, we encourage you to familiarize yourself with the school's policies, guidelines, and reference materials. Such items include but are not limited to the family handbook including the behavior discipline code, dress code, and school-issued memorandums. Determine whether or not the school's actions related to your complaint fall within the school's policies.

Step 2: Appeal to the school's Board of Trustees.

If after contacting the school's leadership you are not satisfied with the outcome or decision pertaining to the complaint, you may appeal to the school's Board of Trustees. Parents are encouraged to contact the Central Office at 212-360-3230 or at appeals@hczpromise.org

Step 3: Appeal to the school's authorizer.

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 NYC Department of Education.

Fill out the NYC DOE-Authorized Charter School Complaint Form, which can be found on the NYC DOE website at schools.nyc.gov and email it to charteroversight@schools.nyc.gov

It is very important that **before** you escalate your complaint to the school's authorizer level you determine if it constitutes a formal complaint involving a violation of the school's charter or of state charter law. **Informal complaints that do not violate either the school's charter or state charter law should be resolved between the parent and the school's principal.**

Step 4: Appeal to the NYS Board of Regents.

If after going through the first three levels of the complaint escalation process you are still not satisfied with the complaint outcome, you may contact the NYS Board of Regents as a final escalation point using this contact information:

New York State Education Department
Charter School Office
Room 465 EBA
89 Washington Avenue
Albany, NY 12234
Phone: (518) 474-1762

Or via email to:

charterschools@nysed.gov

Additional Formal Complaint Procedures for Students with Disabilities/IEPs

Under the NYS Education Department 34 §300.508, you may file a due process complaint on any matter relating to a proposal or refusal to initiate or change the identification, evaluation or educational placement of your child, or the provision Free and Appropriate

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Public Education (FAPE) to your child.

504 Grievance Process

If a child has been deemed ineligible for 504 accommodations, the parent(s) have the right to appeal for a review of the decision made by the Section 504 Coordinator, who in the case of HCZ Promise Academy is the Special Education Site Coordinator. Parents have 10 days of receiving a negative decision to appeal.

Parents, who believe their child's rights under Section 504 are being violated, may ask for a Section 504 Impartial Due Process Hearing. The hearing is a formal process during which parents will be able to contest the school's decision. Parents have a right to bring an attorney or advocate, to represent them. Your complaint will be decided by an impartial hearing officer.

To Request an Impartial Hearing

You can request a hearing in writing by mailing a letter that includes:

- Your scholar's full name and the address where they live
- Your scholar's Student ID number
- Your scholar's birth date
- The name of your scholar's school
- Your name and contact information, including email
- Your description of the problem, with as many facts as you know.
- The solution you want the NYC DOE to provide.

Make two copies of your letter. Send the original to:

Impartial Hearing Office
131 Livingston Street, Room 201
Brooklyn, NY 11201
Phone: (718) 935-3280
Fax #: (718) 391-6181
Email: IHOQuest@schools.nyc.gov