



Brooklyn Laboratory Charter Schools Complaint Policy and Procedures

Any parent/guardian who has a concern about a school policy, academic grade, discipline decision, or anything else, is encouraged to contact the appropriate staff member at your scholar's school by telephone or email, which are provided to all LAB families. Families are provided with staff contact information. All staff members are committed to responding promptly to parent/guardian concerns. If an issue is not resolved promptly or satisfactorily, please contact the School Director of your scholar's school to discuss the matter further.

Any individual or group may bring complaints or concerns of any kind to the School Director of your scholar's school. The School Director will work to resolve conflicts fairly and informally, as quickly as possible. After reviewing the complaint, the School Director will respond either in writing, by telephone, or in person depending on the circumstances. If the School Director is unable to resolve the complaint to the individual or group's satisfaction, or if the complaint is about the School Director, the individual or group may bring their complaint to the Executive Director of Brooklyn Laboratory Charter Schools. After reviewing the complaint, the Executive Director will respond as quickly as possible and shall take such steps as he/she deems necessary in order to resolve the complaint.

The Board of Trustees of Brooklyn Laboratory Charter Schools shall serve as the appeals body for any complaints that are not satisfactorily resolved. The complaint may be presented to the Board in an open meeting, in written form, by letter or via email to board@brooklynlaboratoryschool.org. The Board of Trustees shall investigate and respond to all complaints in a timely manner.

Procedure for Complaints under Section 2855 of the Charter Schools Act

Section 2855(4) of the New York Education Law (part of the New York State Charter Schools Act (CSA)) provides that any individual or group may bring a complaint directly to the Brooklyn Laboratory Charter Schools Board of Trustees alleging a violation of the CSA, a school's charter, or any other provision of law relating to the management or operation of the schools. All such complaints should be in writing and include the following:

1. the name, address, and phone number of the complainant;
2. a detailed statement of the complaint, including the specific provision of the charter or law that allegedly has been violated;
3. the relief sought by the complainant; and
4. the response, if any, received from the school thus far.

The Board of Trustees will respond in writing to any complaint submitted in writing no later than 30 days from receipt of the written complaint. Depending upon the circumstances, the Board's first response to a complaint may be to advise the complainant as to the timeline for further review, investigation, and resolution of the complaint, rather than an immediate resolution of the complaint.



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If the complainant believes that the Board of Trustees has not adequately addressed the complaint, the individual or group may then present the complaint to the charter entity for Brooklyn Laboratory Charter Schools, the Board of Regents of the University of the State of New York (“Board of Regents”). The Board of Regents has delegated authority to handle complaints concerning charter schools to the Commissioner of Education. The Charter School Office of the New York State Education Department, on behalf of the Commissioner, will investigate complaints concerning charter schools that have been appropriately filed. The Commissioner will issue a decision, which may include appropriate remedial orders involving any such complaint.

The process for bringing a complaint to the Board of Regents can be found here:

<http://www.p12.nysed.gov/psc/complaint.html>.

The complaint may be submitted via email to the Board of Regents at charterschools@nysed.gov, or by writing to the Board of Regents at the following address:

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