



# Complaint Policy and Procedure

Nuasin Next Generation Charter School

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## Complaint Policy and Procedure

### General Procedure

Any parent or 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 Nuasin Next Generation Charter School (“Nuasin” or the “School”) by telephone or email using the staff contact information found at the beginning of this Handbook. All staff members are committed to responding promptly to parent/guardian concerns. If an issue is not resolved promptly or satisfactorily, please contact the Principal to discuss the matter further.

#### **For grades K-8:**

Principal Kurt Davidson/kurt.davidson@nngcs.org

#### **For grades 9-12:**

Principal Anthony Brown/Anthony.Brown@nngcs.org

Any individual or group may bring complaints or concerns of any kind to the Principal. The Principal will work to resolve conflicts fairly and informally, as quickly as possible. After reviewing the complaint, the Principal will respond in writing, by telephone, or in person depending on the circumstance. If the Principal is unable to resolve the complaint to the individual or group’s satisfaction, or if the complaint is about the Principal, the individual or group may bring their complaint to the Executive Director of Nuasin.

Executive Director Malik Russell

malik.russell@nngcs.org

After reviewing the complaint, the Executive Director will respond as quickly as possible and shall take such steps as the Executive Director deems necessary in order to resolve the complaint.

The Board of Trustees of Nuasin shall serve as the appeals body for any complaints that are not satisfactorily resolved and shall handle any complaint about the Executive Director. Complaints may be presented to the Board in an open meeting or in written form, by letter addressed to the Board of Trustees and sent to the School or via email to schoolboard@nngcs.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 Board of Trustees of Nuasin Next Generation Charter School alleging a violation of the CSA, the School’s charter, or any other provision of law relating to the management or operation of the



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School. All such complaints should be in writing, by letter addressed to the Board of Trustees and sent to the School or via email to [schoolboard@nngcs.org](mailto:schoolboard@nngcs.org), 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 School's 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.

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 School's charter entity, the Chancellor of the city school district of the City of New York (the "Chancellor"). The Chancellor may issue appropriate remedial orders involving any such complaint. The procedure for filing a complaint with the Chancellor can be found here:

<https://www.schools.nyc.gov/school-life/school-environment/get-help-at-your-charter-school/file-a-formal-complaint-at-your-charter-school>.

If the complainant believes that the Chancellor has not adequately addressed the complaint, the individual or group may then present the complaint to The Board of Regents of the University of the State of New York (the "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. Upon completion of the investigation of a complaint brought to the Board of Regents, a decision will be issued by the Commissioner, which may include a remedial order as appropriate.

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](mailto: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