From the Democracy Prep Family & Scholar Handbook (NY):

Procedures for Resolution of Parent/Guardian Concerns
Democracy Prep Public Schools is committed to maintaining a strong partnership and ongoing dialogue between its teachers, staff, scholars, and families. If you have a concern about a school policy, academic grade, suspension or discipline decision, or anything else, we welcome your input and encourage you to contact the appropriate staff member at the school. We are committed to addressing the concerns of our families and seeking a resolution that first and foremost benefits the academic development of your child toward success in the college of his or her choice.

Informal Complaint Process. If a parent or guardian has a concern or disagreement about a classroom event, curricular or disciplinary decision, or other academic issue, he or she should first contact the teacher to attempt to resolve the disagreement through informal discussion. If the concern is not adequately resolved, the parent or guardian should request a further meeting. The teacher will contact the school leader and schedule the follow-up conversation. All Democracy Prep staff members are expected to respond to a parent/guardian complaint. Every effort will be made to respond to a parent/guardian complaint as quickly as possible.

Formal Complaint Process. If the informal complaint process fails to produce a satisfactory resolution, a parent or guardian may initiate a formal complaint by submitting a letter in writing to the school leader outlining, in detail, the events, policies, or decisions at issue. The school leader will promptly conduct a thorough investigation into the matter and issue a response in writing detailing his or her findings and recommendations. If the parent or guardian is still not satisfied, he or she may appeal the school leader’s determination to the Democracy Prep Public Schools superintendent.

Board of Trustees. If the matter still remains unresolved, the parent or guardian may write to the Board of Trustees to request a review. A designated Board committee will schedule a meeting, at which time the parent will have an opportunity to address his or her concerns. The committee will issue a report on its findings to the Board prior to the next regular meeting, and the Board may take action as appropriate based on the committee’s recommendations. A parent wishing to attend a Board meeting will be permitted to speak but will be asked to limit his or her comments to 3 minutes. If additional time is necessary for public participation and comments, an extra 30 minutes will be allotted at the end of the Board meeting. A parent or guardian may address the Board at any meeting without going through the informal and formal complaint processes outlined above, but the Board encourages these constructive conversations with the relevant parties prior to direct outreach to the Board. The Board has the power and duty to take action as appropriate.

Authorizer. If, after presentation of the complaint to the Board of Trustees, the parent or guardian believes that the Board has not adequately addressed the complaint, the parent or guardian may present the complaint to the school’s authorizer, which may investigate and respond. The authorizer has the power and duty to take remedial action as appropriate.

Contact Information for Authorizer:
SUNY CSI
Grievance Desk
Charter Schools Institute
41 State St., Suite 700
Albany, NY 12207
charters@suny.edu
518.433.8277 (ext. 2045)