

## COMPLAINTS SUBMITTED TO THE BOARD OF TRUSTEES - KIPP NYC PCS

Any parent or legal guardian may bring complaints to the Board of Trustees of KIPP NYC PCS to allege a violation of law or the charter. Information about Board meetings can be found on our website at <https://kipppnyc.org/charter-information/>. KIPP NYC PCS Board meetings are open to the public, and we invite families to join.

This complaint procedure may be used to appeal from a decision to suspend a student. Such an appeal must be filed within thirty days of a suspension and be submitted to the Board of Trustees at least two weeks prior to the next Board meeting. Complaints submitted later will be addressed at the subsequent meeting of the Board of Trustees. Emergency issues will be dealt with on an as-needed basis, with the Board responding at or prior to its next regular public meeting. Every effort will be made to respectfully address each matter to the satisfaction of the individual or group that presented the complaint. The Board, as necessary, shall direct the Principal or other responsible party to act upon the complaint and report to the Board. The Board of Trustees shall as necessary render a determination in writing.

If an individual or group filing a complaint to the Board of Trustees, including an appeal of a suspension decision, is not satisfied with the way that the Board has addressed the complaint, that individual or group may present the complaint to the charter authorizer, which shall investigate and respond. If the individual or group is not satisfied with the actions of the authorizer in reviewing the complaint, further appeal may be made to the Board of Regents of the State of New York, which shall investigate and respond.

At any point, members of the KIPP NYC PCS community can bring concerns to the attention of:

Natalie Webb [Nwebb@kipppnyc.org](mailto:Nwebb@kipppnyc.org)

Chief Schools Officer or

Alicia Johnson [aljohnson@kipppnyc.org](mailto:aljohnson@kipppnyc.org)

Chief Executive Officer