



Genesee Community Charter School
Flour City Campus

Complaint Policy

Any individual or group may bring a complaint to the GCCS leaders and/or Board of Trustees. Both informal and formal complaints will be carefully considered and every effort will be made to reach a satisfactory resolution.

Formal Complaints

A formal complaint may be filed in a situation where someone is alleging a violation of the provisions of the law or the charter. All formal complaints are to be submitted to the President of the Board of Trustees in writing at least three days prior to the next monthly meeting. The matter will be placed on the agenda and the Board will discuss the complaint and determine the steps for an appropriate investigation. The investigation may be delegated to staff at the discretion of the Board of Trustees. At the next Board meeting, the Board will hear the results of the investigation and will render a decision. The complainant will receive a written response within one week of the decision. The written response will include the reasoning behind the decision rendered. Complaints will be resolved as quickly as possible, and at least within 45 days of the complaint being filed.

If not satisfied, the party may appeal or issue the complaint directly to the authorizers: the State University of New York for the Flour City Campus, and the Board of Regents for the RMSC Campus. The written response will include both the right to appeal and a copy of the Grievance Guidelines.

Formal complaints may be handled by the Executive Director or School Director, but only if the complainant voluntarily pursues resolution with staff. It will not be required that a complainant first work with staff prior to filing the complaint with the President of the Board of Trustees.

Informal Complaints

In recognition that many complaints do not allege a violation of the law or of the charter agreement, the informal complaint process will be used when appropriate and will be primarily handled by staff in a multi-tiered approach. Complainants will be encouraged to address the complaint with the staff directly involved in the situation first (ie: a classroom teacher; the Intervention Team). The complaint should be brought to the School Director in a timely manner if the parties cannot agree on a resolution. At this stage the complaint should be submitted in writing. The School Director will work to sufficiently resolve the complaint to the mutual satisfaction of all parties.

Every effort will be made to reach a swift and mutually agreeable resolution to the situation. A written notice of the decision will not be necessary in most cases, but typically will be provided to document the outcome.