



Section VIII: Process for Handling Complaints (as excerpted from the school's Family Handbook)

Parents and families with complaints or concerns should first bring it directly to the attention of the child's teacher or our Family Specialist depending on the situation. In the event that this does not yield a solution, parents should then bring the issue to the attention of the Principal. If that does not yield a satisfactory solution, parents may then bring their concern to the attention of the Executive Director. And finally to the Board of Directors. Complaints to the Board of Directors should be in writing. **Contact information for the School's Chairperson of the Board of Directors at this time is listed below.**

Emergency issues will be dealt with on an as-needed basis, with the Board responding at or prior to its next regular public meeting. The Board will make every effort to respectfully address each matter to the satisfaction of the individual or group who presented the complaint. The Board, when necessary, may direct the Principal or other responsible party to act upon the complaint and report to the Board. The Board of Trustees shall render a determination in writing if appropriate or required.

In accordance with Education Law § 2855(4), if, after presentation of such a complaint to the Board of Trustees, the individual or group determines that the Board has not adequately addressed the complaint, that individual or group may present the complaint to the New York City Department of Education, which shall investigate and respond. If, after presentation of the complaint to the New York City Department of Education, the individual or group determines that it has not adequately addressed the complaint, they may present the complaint to the Board of Regents, which shall investigate and respond. The New York City Department of Education and the Board of Regents shall have the power and the duty to issue remedial orders as appropriate.

Please find more information about how to file a complaint with the New York City Department of Education and the New York State Board of Regents here:

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

Questions and Concerns

If you have general questions or concerns about Haven Academy's various policies, please make an appointment to speak with the school's Principal or Family Specialist.

Our Current Board Chairperson is:

Patricia Mulvaney
Board Chairperson Haven Academy
170 Brown Place
Bronx, NY 10454

Letters can also be emailed to: boardchair@havenacademy.org

Please note: Patricia Mulvaney prefers correspondence to be sent in writing. If a letter is submitted, a written response will be given.