

Charter schools are publicly funded schools that are open to all students through a non-discriminatory admissions lottery. Each charter school is governed by a not-for-profit Board of Trustees that may include educators, community members, and leaders from the private sector. Charters have freedom to establish their own policies, design their own educational programs, and manage their human and financial resources.

The [NYS Charter Schools Act](#) provides that a guardian (as well as any other individual) who believes that a charter school has violated a term of its charter or the law may complain formally to the school and seek relief.

**If you believe that our school has violated a term of its charter or has violated applicable law, please follow the steps below.**

### Process for Filing a Complaint

#### **Step 1: Familiarize yourself with the school's guidelines and policies.**

Begin by familiarizing yourself with the school's policies, guidelines, and reference materials. Such items include, but are not limited to, this handbook and school-issued memorandums. Determine whether or not the school's actions related to your complaint fall within the school's policies.

#### **Step 2: Reach out to your child's classroom teacher.**

If the concern can be addressed by the classroom teacher, this is an important step in resolving your complaint.

#### **Step 3: Reach out to the appropriate leadership team member(s).**

If your concern is not addressed to your satisfaction by the teacher, reach out to the leadership team member that oversees the area of your concern by visiting the staff directory on the school's website.

If your concern is not resolved by reaching out to the appropriate team member, please proceed to Step 4.

**Step 4: Reach out to the Main Office directly**

If your concern is not addressed adequately by the individuals above, please reach out to the Head of School.

**Step 5: Reach out to the Chief Schools Officer of Hebrew Public**

If you are unsatisfied with the Head of School's decision or handling of a situation, reach out to Emily Fernandez, Chief Schools Officer for Hebrew Public, the school's Charter Management Organization at [issues@hebrewpublic.org](mailto:issues@hebrewpublic.org).

**Step 6: Appeal to the School's Board of Trustees**

If after contacting the Chief Schools Officer you are still not satisfied with the outcome or decision pertaining to the complaint, you may appeal to the school's Board of Trustees in writing. Please direct all concerns to [issues@hebrewpublic.org](mailto:issues@hebrewpublic.org). The Board of Trustees meets publicly on a regular basis and will respond in a timely fashion to acknowledge the receipt of the complaint and indicate the next steps in their addressing of the concern.

**Step 7: Appeal to the NYC Department of Education**

If after going through the above steps, you are still not satisfied with the complaint outcome, you may contact the NYC Department of Education as a final escalation point using this contact information:

*Charter School Office*  
New York State Education Department  
89 Washington Avenue, Room 5N Mezzanine  
Albany, New York 12234  
Phone: 518- 474-1762

Or via email to [CharterSchools@nysed.gov](mailto:CharterSchools@nysed.gov) (Subject line should include the name of the school and the word "Complaint")