



MOTT HALL
CHARTER SCHOOL
est.2012

Family Concern Process

Mott Hall Charter School is committed to maintaining a strong partnership and ongoing dialogue between its teachers, staff, scholars, and their families. If you have a concern about a school policy, academic grade, discipline decision, or anything else, we welcome your input and ask that you follow the below protocol if you feel your concerns are not being reasonably met. Further, we ask that you model our core values of Responsibility, Integrity, Scholarship, and Excellence in this process and always communicate in a respectful manner.

Parents of Students with Disabilities

Parents of students with disabilities are also encouraged to use the school's resolution process. Alternatively, if a parent, individual, or organization believes that the school or the district has violated federal or State law and regulation related to the education of students with disabilities, they may submit a written, signed State concern directly to the New York State Education Department (NYSED). For more information, please go to the following website:

[http://www.vesid.nysed.gov/specialed/publications/policy/sample concern.htm](http://www.vesid.nysed.gov/specialed/publications/policy/sample%20concern.htm)

Resolution Process

Step 1: Contact Staff Member Involved: If a parent has an issue or concern, the first step towards resolving the issue will be to contact the staff member involved by phone or email. The parent should call the school's front desk to obtain contact information. The staff member and the parent will discuss the issue either on the phone or in person and work to reach a resolution that satisfies both parties.

Step 2: Written concern sent to Principal: If the issue is not resolved satisfactorily, the parent's next step is to write a letter to the principal or use the "parent concern process form" to explain the issue. The parent may fax, email, mail, or hand-deliver (to the school's front desk) the letter. The parent should contact the school's front desk to obtain contact information for the principal. The principal will reply within 3 business days, at least acknowledging the concern has been received, and the principal may take up to 10 business days to investigate and reach a decision. The principal will send a written decision to the parent within 10 business days of the school receiving the concern letter or form. The parent should copy the Director of Operations on the concern form. (Please note that the principal will not respond to concerns that have not gone through steps 1-2.)

Step 3: Written Concern sent to Principal's Supervisor: If the parent is unsatisfied with the principal's decision, the parent may write a letter to the Executive Director or use the "parent concern process form" to explain the issue. The parent can fax, email, mail, or hand-deliver (to the school's front desk) the letter. To get the contact information for the school's Executive

Director, the parent can contact the front desk of the school. The Executive Director will reply within 3 business days and may take up to ten business days to investigate and reach a decision. The Executive Director will send a written decision to the parent within 10 business days of receiving the letter or form. (Please note that the Executive Director will not respond to concerns that have not gone through steps 1-3.)

Step 4: Written Concern sent to full Board of Trustees (via chair): If a parent is still concerned the parent should write a letter to the board chair requesting time at the next board meeting and providing a detailed statement of the concern and the specific action or relief you are seeking. The parent can fax, email, mail, or hand-deliver (to the school's front desk) the letter. The board chair/chair designee has 48 hours to reply to confirm that the board will hear the parent's issue. The parent will be given 3 minutes for comments during the open session of the board meeting. If additional time is necessary, up to an extra 30 minutes may be allotted at the end of the board meeting to hear additional comments to explain any issue or concerns he/she has. The board's decision will be final. (Please note that the board will not respond to concerns that have not gone through steps 1-4.)

Step 5: Written Concern to the State Education Department. If the parent is not satisfied with the response of the School's Board of Trustees, the parent may present their concern to the New York State Board of Regents or Commissioner of Education at the New York State Education Department, which shall investigate and respond. The New York State Education Department has the power and the duty to take remedial action as appropriate. Your concern should be addressed to the Charter School Office, NYS Education Department, 89 Washington Avenue, Albany, NY 12234.

A Family Concern Form may be obtained from the Main Office.