

**Revised Complaint Policy**  
**New Visions Charter High School for the Humanities II**  
**(Approved by the Board of Trustees on June 13, 2016)**

Section 2855 (4) of the NYS Charter Schools Act provides that a parent or any other individual, entity or group may bring a complaint to the Board of Trustees alleging that a charter school has violated a term of its charter, the New York Charter Schools Act, or any other law relating to the management or operation of the charter school.

Complaints to the Board of Trustees should be in writing and should include a detailed statement of the complaint, including the names of the individuals involved and what provision of the School's charter or the law that you believe has been violated. The complaint should also state what response has been received from the School thus far and what specific action or relief you are seeking. It must also include the name, address and phone number of the complainant. The Board of Trustees will take steps to investigate the complaint, will provide an opportunity for the complainant to address the Board at the next scheduled Board meeting and will provide a response within thirty days of receiving the formal, written complaint.

Complaints that are not about a violation of a specific law, and any other complaint that can be resolved at the School level should be submitted directly to the Principal. Upon receipt of the complaint, the Principal will investigate the allegations and will respond in writing or in person within ten business days. If this does not resolve the complaint, the individual or group may submit the complaint, in writing, to the Secretary of the Board of Trustees which will act as an appeals body for any complaints that are not satisfactorily resolved by the Principal. The Board will also review directly any complaints that involve the Principal.

Complaints to the Principal may be delivered to the Principal by mail or email to the following address:

Principal Richard Gonzalez  
New Visions Charter High School for the Humanities II  
Samuel Gompers Campus  
455 Southern Boulevard  
Bronx, NY 10456  
E-Mail: [hum2@charter.newvisions.org](mailto:hum2@charter.newvisions.org)

Complaints to the Board of Trustees should be addressed to:

Board of Trustees  
New Visions Charter High School for the Humanities (HUM III)  
c/o New Visions for Public Schools  
205 E 42<sup>nd</sup> Street, 4<sup>th</sup> Floor  
NYC, NY 10017  
Attn: Lori Mei, Interim Acting Superintendent

If the complainant believes that the Board of Trustees has not adequately addressed the complaint, the individual or group may present the complaint to the School's Charter Authorizer, the New York State Board of Regents. The Board of Regents has delegated the authority to handle complaints concerning charter schools to the Commissioner of Education. Complaints must be in writing and must include the information which is required for a complaint to the Board of Trustees. The Complaint should include a copy of the response that you received from the Board of Trustees and should state clearly what specific action or relief you are seeking. Mail

the complaint to the Charter Schools Office, NYS Education Department, 89 Washington Avenue, Albany, New York 12234, or send it by email to [charterschools@nysed.gov](mailto:charterschools@nysed.gov)