

## **Attachment C: Complaint Policy**

### **Informal Complaint Process**

BCCS has an informal complaint policy for complaints. Examples of informal complaints include concerns regarding teachers, administrators, or other staff, or concerns with a school procedure, grades, promotion, or other issues that do not involve violations of law or the BCCS charter.

Using the informal approach may result in a more timely resolution of the issue. Even issues involving a violation of the law or charter may be able to resolved informally and you may wish to use this avenue before making a formal complaint. You are not required to do so and using the informal process does not prevent you from using the formal complaint process later

To make an informal complaint, first provide your concern, in writing, to your child's teacher. If the complaint is not resolved, you may provide your concern, in writing, to the Principal. The Principal will investigate the concern and will provide, in writing, a final decision and/or subsequent action.

If, after contacting the Principal, the concern is still unresolved, you may send your concern in writing to the Board of Trustees. The Board of Trustees will then investigate the concern and provide a written response back to you within 30 days.

The contact information for Brighter Choice Charter Schools are as follows:

Karen Mclean, Principal  
Brighter Choice Charter School for Boys  
116 North Lake Avenue  
Albany NY 12206  
Email address: [kmclean@brighterchoice.org](mailto:kmclean@brighterchoice.org)

Kristina Ford, Principal  
Brighter Choice Charter School for Girls  
250 Central Avenue  
Albany NY 12206  
Email address: [kford@brighterchoice.org](mailto:kford@brighterchoice.org)

Martha Snyder, Board Chair, Colleen Driggs, Vice Chair  
Brighter Choice Charter Schools  
116 North Lake Avenue  
Albany NY 12206  
Email address: [BOT@brighterchoice.org](mailto:BOT@brighterchoice.org) (both the Board Chair and Vice Chair receive an email at this address).

### **Formal Complaint Process**

Section 2855 (4) of the NYS Charter Schools Act provides a formal complaint process for use by individuals (including parents) or groups who believe that a charter school has violated a term of its charter, a provision of the NYS Charter Schools Act, or any other provision of law relating to the management or operation of the charter school.

Brighter Choice Charter School for Boys  
Brighter Choice Charter School for Girls  
Application for Renewal  
Submitted September 3, 2025

To make a formal complaint, provide the complaint in writing to the Chair of the Board of Trustees by email or mail.

The contents of the letter/email should include:

- A detailed statement of the complaint including the provision of the School's charter or law that you allege has been violated.
- What, if any, response you received from the school thus far.
- What specific action or relief you are seeking.
- Contact information for you: name, address, email address, telephone number.

The contact information for the Chair of the Board of Trustees is below:

Martha Snyder, **Board Chair**  
Brighter Choice Charter Schools  
116 North Lake Avenue  
Albany NY 12206  
Email address: [BOT@brighterchoice.org](mailto:BOT@brighterchoice.org)

The contact information for the Vice Chair of the Board of Trustees is below:

Colleen Driggs, Vice Chair  
Brighter Choice Charter Schools  
116 North Lake Ave  
Albany NY 12206  
Email address: [BOT@brighterchoice.org](mailto:BOT@brighterchoice.org)

The Board, as necessary, shall direct the school administration or other responsible parties to act upon the complaint and report to the Board. The Board of Trustees will respond to the complaint within 45 days of receipt of the formal written complaint.

If, after making your written complaint to the board of trustees, you believe that the board of trustees has not adequately addressed your complaint, or if, after a reasonable period of time, the board of trustees or its designee does not respond to your complaint in writing - or does not respond within the time that the School provides in its formal complaint/grievance policy - you then have the right to bring your written complaint to the entity that authorized the charter school (the "Charter Entity" or "Authorizer"). The Brighter Choice Charter School for Boys and the Brighter Choice Charter School for Girls are both authorized by the NYS Board of Regents.

**Bringing a Complaint to the Board of Regents**

The Board of Regents has delegated the authority to the Commissioner of Education to handle complaints brought to the Regents concerning charter schools. All complaints brought to the Board of Regents/Commissioner concerning charter schools must be submitted in writing to the State Education Department's Charter School Office, either via mail at: Charter School Office, NYS Education Department, 89 Washington Avenue, Albany, NY 12234, or via email to: [charterschools@nysed.gov](mailto:charterschools@nysed.gov)

The subject line of the email should read: Complaint: [Name of School].

The contents of the letter/email should include:

Brighter Choice Charter School for Boys  
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- A detailed statement of the complaint including the provision of the School's charter or law that you allege has been violated.
- What, if any, response you received from the School's board of trustees (and the School's Charter Entity in the case of schools not authorized by the Board of Regents).
- Copies of all relevant correspondence between you and the School and you and the Charter Entity if applicable. (You should maintain copies of all correspondence and materials for your own files.)
- What specific action or relief you are seeking.
- Contact information for you – name, address, email address, telephone number.

**Investigation of a Complaint brought to the Board of Regents**

The Charter School Office, on behalf of the Commissioner and the Board of Regents, will conduct any investigation that it determines necessary and appropriate regarding complaints that have been appropriately filed concerning charter schools. This investigation may include contacting the School, providing a copy of the complaint to the School, and requesting additional information or materials from you and/or the School. Upon completion of the investigation of a complaint brought to the Board of Regents, a decision will be issued by the Commissioner, which may include a remedial order as appropriate. A copy of the Commissioner's decision will be sent to all parties involved.