

La Cima Elementary Charter School takes the well-being and satisfaction of our scholars and their families into account in every decision we make. We encourage families to voice concerns directly with teachers and members of the school leadership team during our monthly Family Breakfasts or at any other time. If you feel that a complaint regarding a suspected violation of our school charter or the law is not being addressed satisfactorily, we encourage you to use the [complaint process below as defined by the New York State Education Department's Charter School Office](#). Complaints that do not involve a suspected violation of our school charter or the law should be addressed directly with school leadership. Contact information for all relevant parties is at the bottom of this page.



800 Gates Avenue, 3rd Floor
Brooklyn, New York 11221
Phone (718) 443-2136
Fax (718) 443-7291

OUR MISSION

To prepare students for academic and life-long success through a rigorous and relevant academic program.

OUR VISION

To develop students who have the intellectual capacity, social capital and emotional strength of character to be personally successful and to act as effective change-makers in their communities.

COMPLAINT PROCESS

Section 2855 (4) of the [NYS Charter Schools Act](#) provides that parents (as well as any other individual) who believe that a charter school has violated a term of its charter or the law may complain formally to the school and seek relief. The law gives the power to hear those complaints to the school's board of trustees in the first instance (though the board of trustees may delegate that power to, for example, the principal or a committee of the board or a neutral third-party). The school is required to provide you promptly with that complaint policy in writing upon request from you and that complaint policy should provide you with the details of how and to whom you should direct your complaint.

If, after making your complaint, you are unsatisfied with the school's board of trustees' determination and action (or after a reasonable period of time, the board 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 policy), you can make a formal complaint to the [school's authorizer](#). Thereafter, if you are unsatisfied with the Authorizer's response, you can complain to the Board of Regents/State Education Department.

It is very important that before you use this formal complaint process (either with the school or afterwards with the school's authorizer) that you determine positively that your complaint involves a violation of the charter or law. If it



does not, this process is not the appropriate avenue for you to seek a solution to your problem.

In addition to a formal complaint policy, many schools have more informal means of resolving issues that may involve your child. Where appropriate you may wish to use this more informal approach, which is likely to result in a resolution of the issue in a far more timely manner—and which is suited to dealing with issues that do not involve a violation of the charter or law. 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 (though the school cannot require you to do so and using the informal route the school may have does not prevent you later from using the formal complaint process).

BOARD OF TRUSTEES

The Chair of La Cima Elementary Charter School's Board of Trustees is Shereem Herndon-Brown. Mr. Herndon-Brown may be reached directly by email at boardchair@lacimacharterschool.org.

SCHOOL AUTHORIZER

La Cima Elementary Charter School is authorized by the New York State Education Department/Board of Regents:
Albany Office, 518-474-1762 Fax: 518-474-1405
New York City Office, 718-722-4553
Email: CharterSchools@mail.nysed.gov

For questions or complaints that are not related to the violations of the school's charter or the New York State charter school statute or regulations, but are related to school health services, school safety (including harassment and abuse), and disciplinary issues (including due process for suspensions and expulsion), please visit NYSED's Office of Student Support Services website at <http://www.p12.nysed.gov/sss/> or contact them at <http://www.p12.nysed.gov/sss/contact/>. Parents are encouraged to use the StudentSupportServices@mail.nysed.gov email address if possible.



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