



OFFICE OF THE SUPERINTENDENT • CATHOLIC SCHOOL SUPPORT SERVICES

ROMAN CATHOLIC DIOCESE OF BROOKLYN

310 PROSPECT PARK WEST

BROOKLYN, NEW YORK 11215

718-965-7300 FAX: 718-965-7353

Original: 3 December 2013

Revised: 1 September 2014

In order to assist boards with the handling of complaints/concerns which may arrive via various avenues to the doorstep of a director, the following procedures are offered for the common good of all and to support both the academy and the Board of Directors.

Procedures for handling parent complaints and/or concerns at an academy

- Oral complaints/concerns may be discussed with the principal at any time. The academy administration will explain the policies and procedures outlined herein and post such on the academy Web site with inclusion in the Parent Handbook and/or Student Handbook and/or Parent Newsletter. It should be noted that complaints/concerns regarding classroom issues or teacher issues should be taken directly to the teacher. If a resolution is unable to be reached, the complaint/concern is brought to the principal. If a resolution is still unable to be reached the complaint/concern is brought to the Board of Directors through the board chair.
- The Board of Directors will empower a Review Committee to handle complaints/concerns referred to the Board. The Review Committee shall consist of the chair, vice chair and secretary of the Board of Directors.
- To be acted upon by the Review Committee, complaints/concerns must be in writing to the Review Committee and signed and dated with a copy to the principal. Included in the written complaint/concern must be an accurate reconstruction of the events leading to the complaint/concern including information about the various levels of review (e.g. teacher, principal) at the academy that were undertaken by the complainant/concerned parent. The Review Committee will acknowledge all such complaints/concerns and an initial review will be made after all facts have been made known.
- If the Review Committee finds that the complainant/concerned parent did not adequately attempt to fully resolve the complaint/concern at the academy level, the complainant/concerned parent will be so informed. The decision may be appealed, in writing, to the board chair.

- If the complaint/concerned parent falls within the Review Committee policies and procedures for complaints/concerns, the principal will be asked to respond to the complaint/concern to the Review Committee.
- On review of the response from the principal, the Review Committee will determine (a) that the matter be dropped, or (b) that the complaint/concern should be investigated further by the Review Committee.
- If either step (a) or (b) is taken, a report will be made to the principal after the investigation and/or consideration is completed. The complainant/concerned parent will be informed of any action taken. The decision of the Review Committee is final.