

URBAN CHOICE CHARTER SCHOOL

FAMILY HANDBOOK 2022-2023

Redefining Urban Education

Urban Choice Charter School

1020 Maple Street

Rochester, NY 14611

Phone: (585) 288-5702

Fax: (585) 654-9882

www.urbanchoicecharter.org

GENERAL INFORMATION

Working Together To Achieve Greatness

The mission of the Urban Choice Charter School is to provide Rochester students with a safe, supportive, and intellectually challenging educational environment. The central philosophy is that strong student-teacher relationships are essential to student motivation, engagement, and achievement. This philosophy, in combination with authentic efforts at family involvement, and the effective teaching of a rich, rigorous, and engaging curriculum, will enable students to build a strong foundation for college and career readiness, exceed state achievement standards and defy the demographic challenges of poverty.

The staff at UCCS will do everything we can to ensure your child receives a quality education.

- We will provide a rigorous curriculum backed by the latest technology.
- The needs of each child will be identified and addressed on an individual basis.
- We will communicate regularly through a variety of methods on all aspects of your child's education.

We wish to emphasize these points from our Family Handbook as an effort to help us accomplish the goal of successfully educating your child.

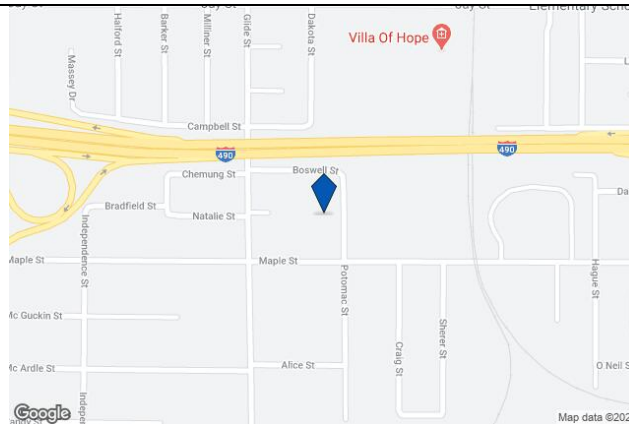
Please remember to:

- Provide parental and emergency contact information and keep it up to date throughout the year.
- Attend report card Parent/Teacher Conferences, twice a year.
- Send your child to school on time and on a regular basis.
- Visit the school:
 - Make arrangements to visit a classroom or teacher.
 - Call ahead to schedule a conference if one is needed.
- Volunteer whenever possible, please contact the Director of Family and Community Engagement; (585) 288-5702
- Ensure your child follows all school policies, including dress code and behavior expectations.
- Participate in events and other school functions throughout the year including Open House, cultural celebrations and family nights.
- Monitor our Social Media sites

Location

The school is located at 1020 Maple Street. Begin on Interstate 490, take the Mt. Read Blvd. exit, approximately one quarter mile from exit Maple Street will be on your left.

ACADEMICS



Hours of Operation and Contact Information

K-8 9:00am – 4:20pm Phone: (585)288-5702 or Fax: (585)481-2124

Emergency Closing Information

In the event the school is closed due to inclement weather or for any other reason, the school will alert the primary television/radio stations, send out a robocall to families via School Messenger, and post on UCCS website. We follow the Rochester City School District closings.

School Calendar

In general, Urban Choice Charter School calendar follows the same calendar as the Rochester City School District. All families are provided with a school calendar in our “parent information packet” distributed before the beginning of each school year. Additional copies may be obtained by requesting one from the main office or from our website.

Curriculum and Resources

The School follows New York State Learning Standards in English Language Arts (ELA), Mathematics, Science, Social Studies and other subjects. Evidenced based curricula are used as resources; however, engaging, hands-on, student-led, and centers-based instruction is highly encouraged and used by teachers. We also offer special elective subjects such as Art, Performing Arts, Music, Instrumental, Physical Education, and Health.

Each student is given a Chromebook and Smart Boards are in all classrooms. Chromebooks are used on a daily basis. Projects are encouraged, as are field trips and other activities that reinforce critical thinking skills and engaged learning.

Wit and Wisdom

UCCS uses *Wit and Wisdom* in Grades K-8 as the ELA curriculum.

Wit & Wisdom allows students to practice reading, writing, speaking and listening, academic vocabulary, style and conventions in concert to build holistic ELA knowledge. Every module in each grade is crafted around a topic essential for building knowledge, vocabulary, and writing skills. These topics strategically reoccur, empowering students to deepen understanding of core knowledge while scaffolding to writing and speaking on increasingly complex ideas.

Eureka Math

Grades K-8 use the *Eureka Math* program. *Eureka Math* places an intense focus on key concepts that layer over time, creating enduring knowledge. Students gain a complete body of math knowledge, not just a discrete set of skills. They use the same models and problem-solving methods from grade to grade, so math concepts stay with them, year after year. *Eureka Math In Sync* allows students to access all the *Eureka Math* resources they need, anytime, anywhere. It features pre-recorded video lessons. *Eureka Math in Sync* makes balancing between home and the classroom seamless.

Assessments

Assessment and instruction are inseparable. Assessments must be comprehensive, ongoing, diagnostic, and tied to the school's learning standards. Urban Choice Charter School has adopted a comprehensive assessment strategy that will improve student learning and achievement and will show the community the successes of UCCS.

In addition to grade level and subject specific formative assessments, the Urban Choice Charter School will employ the following assessments:

i-Ready Diagnostic – *i-Ready Diagnostic* is an adaptive assessment designed to provide teachers with actionable insight into student needs. The Diagnostic offers a complete picture of student performance and growth, eliminating the need for multiple, redundant tests. Diagnostic results also set a personalized learning path for each student, ensuring they're working on instruction that matches their unique learning needs.

- **Wit and Wisdom** – Mid-module and End of module assessments are used throughout the school year. The use of *Affirm* allows teachers to better meet the needs of their students, with instant scoring and reporting to help track student progress over time. This tool also provides students with extra practice and preparation for standardized assessments.
- **Eureka – Affirm** is the digital mid- and end-of-module assessment tool that allows for student progress monitoring. *Affirm* also contains a robust database of formative assessment items that teachers use frequently to track student progress and identify areas of need.
- **New York State Exams** – NYS ELA and Math exams in grades 3-8 and Science in grades 4 and 8 are used to measure the extent to which individual students achieve the NYS learning standards in particular subjects and to determine whether schools, districts and the State meet the required progress targets specified in the NYS accountability system. These are given once per year in the spring.

In summary, Urban Choice Charter School believes the primary role of assessments is to improve student learning. This will require measurements that are closely aligned with instruction, formal assessments, and formative assessments that are ongoing and authentic. We embrace useful assessment practices to ensure student success.

Homework Guidelines Per Night

Kindergarten	20 minutes of reading	Grade 3	Up to 30 minutes (including 20 minutes of reading)
Grade 1	20 minutes of reading	Grades 4-5	Up to 45 minutes (including 20 minutes of reading)
Grade 2	20 minutes of reading	Grades 6-8	Up to 60 minutes (including 20 minutes of reading)

Grading Scale Grades K-8 Content Areas

Level 1: Students performing at this level are well below proficient in standards for their grade. They demonstrate limited knowledge, skills, and practices embodied by the New York State P-12 Common Core Learning Standards for English Language Arts/Literacy that are considered insufficient for the expectations at this grade.

Level 2: Students performing at this level are partially proficient in standards for their grade. They demonstrate knowledge, skills, and practices embodied by the New York State P-12 Common Core Learning Standards for English Language Arts/Literacy that are considered partial but insufficient for the expectations at this grade. Students performing at Level 2 are considered on track to meet current New York high school graduation requirements but are not yet proficient on Common Core Learning Standards at this grade.

Level 3: Students performing at this level are proficient in standards for their grade. They demonstrate knowledge, skills, and practices embodied by the New York State P-12 Common Core Learning Standards for English Language Arts/Literacy that are considered sufficient for the expectations at this grade.

Level 4: Students performing at this level excel in standards for their grade. They demonstrate knowledge, skills, and practices embodied by the New York State P-12 Common Core Learning Standards for English Language Arts/Literacy that are considered more than sufficient for the expectations at this grade.

Grades K-8 Responsibility and Work Habits

- 4** Exceeds expectations consistently
- 3** Meets expectations with assistance and redirecting
- 2** Seldom meets expectations with assistance and redirecting
- 1** Needs considerable assistance and redirecting to meet expectations

PLACEMENT

The goal of the classroom placement process is to ensure that each grade level has well-balanced classrooms in which all children will thrive. For each classroom, the following factors are considered:

- Consideration of teaching styles
- Balance of learning styles
- Gender balances
- Diverse student achievement levels
- Racial balances
- Students with special needs
- Student maturity and behavior levels

Physical and/or health issues

STUDENT SUPPORT SERVICES

Social Emotional Learning

Student Support Services are available to ensure students are provided access to physical, social-emotional and health services needed to successfully focus on learning in school. Urban Choice employs a Social Worker who provides individual and group counseling. In addition to this, there are four social and emotional coaches who support students in social and emotional learning

Response to Intervention (RtI)

These services are available to provide additional, supplemental, specialized instruction in areas of specific student need to increase learning. Students are identified through a variety of screenings and assessments, as stated previously to ensure learning targets are met by every student Urban Choice provides a 6:1 adult to student ration that offer small group and individual reading and math intervention.

Students with Disabilities Services

Urban Choice has a dedicated administrator to ensure our students with and IEP have all of their needs met. In addition, teachers, parents, and students are a critical part of the process to identify students who may require support services. Referrals for evaluation for the Committee on Special Education (CSE) are accepted by the Rochester City School District and follow-up information is provided to parents and school staff. Special Education programs and services to students with Individual Education Plans (IEP) or 504 Plans are provided on-site to students who qualify. Urban Choice now provides an Integrated Co-Teaching Model to expand the opportunity for students with a disability to enroll in our school. Related services for Occupational Therapy (OT), Physical Therapy (PT), Speech and Language Therapy (SL/T) and others are provided on-site through therapists from the Rochester City School District.

English Language Learner (ELL) Services

Based on responses to the Home Language Questionnaire completed at registration and the results of an individual interview, your child may be given the New York State Identification Test for English Language Learners (NYSITELL). The results of the NYSITELL determine their level of English language proficiency and eligibility to receive English Language Learner (ELL) services. Urban Choice employs a full-time certified English Language Learner (ELL) Teacher.

METHODS OF COMMUNICATION AND ENGAGEMENT

PowerSchool

PowerSchool maintains student, staff, and schedule information. PowerSchool is used to facilitate student information management and communication among school administrators, teachers, parents, and students. Every parent is provided with access to the system.

OTUS

Urban Choice has a standards-based OTUS is the digital platform where a student report card is completed and for parents to access.

Kickboard for Grades K-8

Kickboard provides positive behavioral intervention supports, using a proactive strategy that creates behavioral systems and structures needed for all students to grow academically and socially. The goal of Kickboard is to provide a safe and supportive school climate by creating consistency across the school and meeting the unique needs of students at varying levels of behavioral and social/emotional development. Students earn dollars when exhibiting appropriate behavior. Each week a check is produced, with the amount the student earned for that week. It is sent home for parents to view and acknowledge. Students can use their “money” in the school store. Parents are provided with access to this program.

E-mail, Telephone and School Messenger

We encourage parents and guardians to call or e-mail teachers and staff members to communicate information or concerns. Staff e-mails are available on the school website. School Messenger is a parent notification system that can send out mass texts, e-mails or phone calls to keep parents up to date on school closings and other school events.

Parent Conferences

If your child has any academic or behavioral concerns, the teacher may ask to hold a parent/teacher conference. The teacher will send home a Parent Conference Summary form summarizing the conference and if necessary, request a consultation for further discussion and resolution.

Website

Our website, www.urbanchoicecharter.org, is updated to provide you with the most current information about the school. Staff email addresses, as well as Board of Trustees' meeting dates, are posted.

Open Door Policy

We welcome our parents and guardians to visit classrooms during the day. We just ask that you please call ahead. To meet with your child's teacher, you will need to schedule an appointment. For safety reasons, visitors are required to show photo identification and sign in and out at the Main Office.

Parent Satisfaction Surveys

Urban Choice seeks information from parents regularly regarding their satisfaction with teachers, staff, instruction, and the school. A parent satisfaction survey is completed two times per year. This gives parents and guardians the opportunity to voice their opinions.

Newsletters

School newsletters are sent home to all families. The newsletter can also be found on our website. It contains important announcements, information and news about the school.

Board of Trustee Meetings

The Board of Trustees oversees and governs the school which includes a parent representative on the Board of Trustees. We welcome all parents and guardians to attend board meetings. They are held on the second Thursday of the month at 6:00 pm unless otherwise noted. Dates and times can be found on our calendar, website and in our newsletter.

Social Media

- [Website](http://www.urbanchoicecharter.org) – www.urbanchoicecharter.org
- [Facebook](#) – like our page, 'Urban Choice Charter School'

SCHOOL POLICIES AND PROCEDURES

Admissions and Enrollment

All student enrollment questions should be directed to the Main Office which is available during school hours Monday-Friday at (585) 288-5702.

Absence Notification

All parents should call by 9:00am if a student will be absent. Please leave your child's name, your relationship to the child, and the reason for and date(s) of the child's absence. Calls should be made as far in advance as possible and may be left on the school's main voice mail, if necessary. If a student is not in class and the school has not been notified that he or she will be absent, his or her parent or guardian **will be called at home and/or work**. Questions regarding student attendance records should be directed to the Main Office.

Student Absences/Tardies

Students who miss too many days of school will have a difficult time reaching the expected academic standards. Parents need to make sure that students who miss school days, do so for legitimate reasons, such as doctor or dentist appointments.

All students must arrive in their respective buildings no later than 8:30am. Students arriving after 8:45am are considered tardy. **Any student arriving after this time must be accompanied by a parent/guardian and report to the Main Office for a pass to class.** They will not be allowed in class without a pass.

Walkers/Drop-Offs/Pick-Ups

It is important that families make arrangements for the timely arrival and pick-up of their children. Students will not be allowed to enter the building prior to 9:00. Students must be picked up by 4:20pm.

If a student is removed from the bus for a behavioral incident, it is the responsibility of the parent to bring the child to school and pick them up at the end of the day. The length of this removal is determined by the Rochester City School District Department of Transportation.

ATTENDANCE POLICY

UCCS expects regular and prompt school attendance to foster academic success.

<u>Absences:</u>	<u>Tardies:</u>
<p>When a child incurs five (5) unexcused absences, the parent or guardian will be contacted by mail.</p> <p>After seven (7) unexcused absences, the parent or guardian will be contacted by mail requesting a meeting. A home visit may be arranged by the Student Success Team.</p> <p>After ten (10) unexcused absences, the parent or guardian will be contacted by mail requesting a meeting with Social Worker/School Counselor, Dean of Students and CEO. An Attendance Improvement Intervention Plan will be developed and then agreed upon by all parties to ensure the attendance improves.</p> <p>After fifteen (15) unexcused absences, the Social Worker/Dean of Students will make a home visit.</p> <p>After twenty (20) unexcused absences, Child Protective Services (CPS) will be contacted.</p> <p>After twenty-five (25) unexcused absences and after CPS terminates services, the school reserves the right to petition Family Court.</p>	<p style="text-align: center;"><i>Students arriving after fifteen minutes after the start to the school day will be considered tardy.</i></p> <p>When a child incurs ten (10) unexcused late arrivals, the parent or guardian will be contacted by phone and mail.</p> <p>After fifteen (15) unexcused tardies, the parent or guardian will be contacted by phone and mail, and also notified of the provisions of New York's attendance law.</p> <p>After twenty (20) unexcused tardies after initial contact, the Student Success Team will schedule a conference with the Dean of Students and the parent or guardian. The parent or guardian will be asked to sign notification of the School Attendance Policy and the student's current attendance status.</p> <p>After thirty (30) unexcused tardies, Child Protective Services (CPS) will be contacted.</p>
Excused Absences/Tardies	Unexcused Absences/Tardies
<ul style="list-style-type: none"> • A death in the family with note • A serious illness with note from the Doctor • A doctor's appointment with note 	<ul style="list-style-type: none"> • Vacations or family travel of any kind • Any absence or tardy without a note • Missed a bus or ride • Parent phone call only (without a note)

URBAN CHOICE CHARTER SCHOOL UNIFORMS

ALL STUDENTS K-

SHIRTS:

- Red, Black, or White polo-style ONLY
- Plain/solid ONLY (no stripes, designs, words, etc.)
- Any long sleeve shirts under polos must be solid (no design/print) red, black, or white ONLY
- Sweaters or sweatshirts must be solid red, black or white ONLY
- No hooded sweatshirts or hooded sweaters
- No regular or UCCS t-shirts are permitted, only polos

PANTS/SHORTS/SKIRTS:

- Tan/Khaki or Black style ONLY
- Shorts, jumpers, and skirts must reach within 1 inch of the knee/fingertip ends
- No leggings or tights (unless worn under a skirt or jumper)

SHOES:

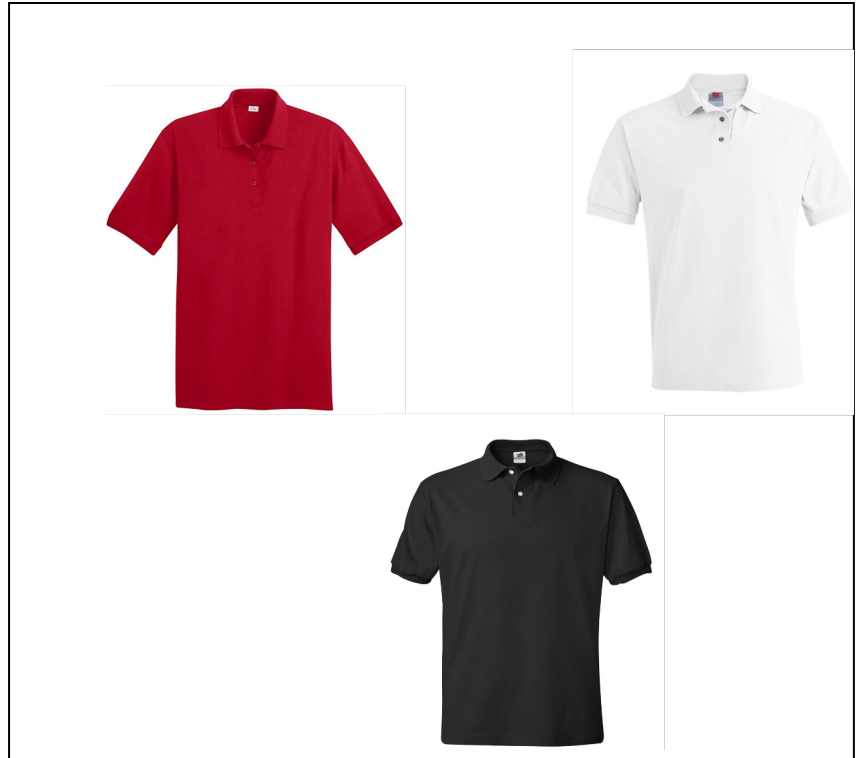
- Close-toed shoes ONLY
- NO sandals, flip-flops, or open-toed shoes of ANY KIND

URBAN CHOICE CHARTER SCHOOL UNIFORMS

SHIRTS:

- Red Polo
- Black Polo
- White Polo

Plain or solid colors only.
No stripes, designs, or words.



PANTS/SKIRTS/JUMPERS:

- Tan or Khaki
- Black

Pants, shorts, skirts or jumpers are allowed.

Shorts, skirts and jumpers must be fingertip length.

Tights or leggings underneath skirts and jumpers are permitted; however, they need to be red, black, or white.



PBIS and CHARACTER EDUCATION

Urban Choice Charter School utilizes Positive Behavioral Interventions and Supports (PBIS) which provides for teachers and staff a decision-making framework that guides selection, integration, and implementation of the best evidence-based academic and behavioral practices for improving important academic and behavior outcomes for all students. Rubrics are posted within the classroom and are available for review by parents and administration as well as students throughout the course of the day. When behavior violations occur, teachers will implement their respective protocol.

As part of the PBIS program, we have established several clear expectations for the behavior we expect in all areas of our school. Our school-wide expectations are **Be Respectful, Be Responsible, and Be Resilient**. We will explicitly teach those expectations to the students and reward them frequently with positive notes and prizes for their great behavior. The expectations for all student behavior will be clear throughout the building, playground area, gym, bathrooms, classrooms, and buses. You will be able to ask your student, “What are the expectations in your school?” “How do you follow those expectations?” “What happens when a teacher sees you following those expectations?”

We believe that by helping students practice good behavior, we will build a school community where all students have an environment where they can succeed and grow.

Getting Along Together and FOCUS

Getting Along Together for grades K-4th and FOCUS for grades 5th -8th are the selected social and emotional curricula we use at Urban Choice. GAT has a three-pronged focus: students learn thinking and cognitive skills, emotional management, as well as interpersonal and social skills. Collectively, these skills and strategies create a peaceful school environment where students are empowered to manage their own behavior, decrease conflict, and increase receptivity to learning. Getting Along Together helps students focus, memory and self-control, as well as building empathy, friendship skills, cognition, and coping skills for common social problems.

FOCUS works to also support the social and emotional development of students as they move through the middle grades. At Urban Choice we also emphasize the use of Restorative Practice principles to build strong relationships with adults to create a safe and caring environment where students flourish.

K-8 CELL PHONE/ELECTRONIC DEVICES/LOCKER POLICY

Cell Phone & Electronic Devices Policy:

- Cell phones are not allowed in school.
- UCCS is not responsible for lost or damaged cell phones and/or electronic devices.

Cell Phone & Electronic Devices Procedure:

- If a student brings a cell phone to school, it must be given to their homeroom teacher or Behavior Interventionist. Cell phones will be stored in a secure location until the end of the day when they will be returned to students before dismissal.
- If a student needs to call home during the school day, he/she will get permission from a teacher and use a school phone.
- If a parent needs to get in touch with a student during the school day, parents should call school and we will locate your child so you may speak to them.
- If a student is found to have a cell phone that was not turned in at the start of the day, it will be confiscated and returned only to the parent after a parent conference is held.

ARRIVAL & DISMISSAL PROCEDURES

As you can imagine, arrival and dismissal tend to be among the busiest times of the school day. Listed below are our school day hours, along with the times and procedures for arrival and dismissal. We are asking for your cooperation and look forward to a safe and fun school year!

***** School Hours Monday – Friday 9:am-4:20pm *****

Arrival:

- Students will not be allowed to enter the building prior to 9:00am.
- All students must arrive in the building no later than **9:15am**.
- Students arriving after this time will be considered **tardy**.
- All students arriving after this time must report to the Main Office with a parent/guardian for a pass to class and will not be allowed in class without a pass.

Dismissal and Pick-Up:

Early Dismissal/Pick-Ups The school must be notified of an early dismissal/pick-up **prior to 2:00pm** for all students.

- All parents/guardians must sign out their student(s) at the Main Office **prior to 3:45pm**.

Regular Pick-Ups – 4:20pm:

- Parents/guardians need to go to the gymnasium to pick up their child.

Walkers –4:20pm:

- All walkers will be dismissed at 4:20pm.

Bus Dismissal – 4:20pm:

- All students who ride the bus will be dismissed beginning at 4:20. The buses will leave as soon as all students have safely boarded.

General Policies:

- Students will NOT be allowed to leave the premises with anyone **who is not authorized according to the student information sheet.**
- Parents/guardians may call the main office to add someone new to their child’s authorized pick-up list.
- All adults who pick up students will need to show photo identification to sign the student out before leaving the building.

<h2>TRANSPORTATION</h2>

All Students K-8

All students who are in grades **K-8** and live outside walking boundaries (beyond 1 ½ miles) ride a yellow school bus.

All families must apply for transportation by April 1st every year to ensure transportation by the opening day of school. For our families who do not live in the Rochester City School District or who move out of district but still attend Urban Choice Charter School, transportation may be provided by the district of residence. This must be arranged by the parent/guardian with that district.

Bus Issues

- Students’ behavior on the bus is treated as if they were in school.
- The Assistant Principal will report bus incidents to the homeroom teacher and notify parents.
- Students must be aware that they can still receive consequences for behavior issues before or after school while on their bus.
- If a student is removed from the bus for any period of time, it is the responsibility of the parent to transport them to and from school.
- Continued incidents on the bus may include removal from the bus for the rest of the school year.

MEALS

All students are offered free meals (breakfast and lunch) every day, in accordance with UCCS policy and the school's participation in the Community Eligibility Option program. Families are still asked to complete and submit Family Meal Application forms on an annual basis so that the school remains in compliance with Federal and NYS requirements.

HEALTH OFFICE

Urban Choice Charter School contracts with Monroe #1 BOCES to provide Health Office services to all students. The primary objective is to identify health issues that are barriers to learning, and to assist in their resolution. Our staff will guide your child towards healthy habits that promote optimum attendance.

Health Office staff will maintain medical records, monitor compliance with New York State mandated immunizations, provide vision, hearing, and scoliosis screenings, address complaints of illness, provide first aide, and are trained to identify and treat emergency situations. Referrals are made to community agencies for student's needs and educational materials are provided as necessary.

Medication can be given to a student during school hours if a doctor's order and a signed parent permission are obtained. An adult must bring the medication to the Health Office in the original prescription container. Due to safety concerns, a student may not carry any medication.

Students interested in sports team participation must have a current physical and proper paperwork to "self-administer" any needed medications during the sporting season.

Urban Choice Charter School asks that parents keep a child home who exhibits one or more of the following symptoms: fever, vomiting, diarrhea, difficulty breathing, severe coughing, and a rash or hives of unknown origin. A student may not return to school until they are free from vomiting, diarrhea, or fever for 24 hours, or a doctor's note has been provided if requested. We require that an antibiotic that has been prescribed for any contagious illness to be in the student's system for a minimum of 24 hours before returning to school.

Health Office staff will provide communication to parents of injuries and illnesses that occur during the day by phone call or a note home. We ask that parents and guardians keep the school updated with working phone numbers so they may be reached, especially in case of an emergency. Be sure to let the Health Office know if a child has allergies, asthma, or any other medical condition that can affect their performance at school.

SCHOOL SAFETY

Implementation of School Security

All school personnel are fingerprinted per New York State regulations. At Urban Choice we have an Interactive video/audio units assist in monitoring the individuals requesting access. The security system allows the school receptionists to control entry and exit. Upon identification, the receptionist or designee provides access to the school by remotely disengaging the lock on the door. **Everyone (visitors, parents, etc.) who enters the building must sign-in at the main office reception desk. Everyone is required to show identification.**

DIGNITY FOR ALL STUDENTS ACT (DASA)

New York State's Dignity for All Students Act seeks to provide the State's public elementary and secondary school students with a safe and supportive environment free from discrimination, intimidation, taunting, harassment, and bullying on school property, a school bus and/or at a school function.

DASA was signed into law on September 13, 2010 and took effect on July 1, 2012.

Urban Choice has a DASA Coordinator and team to oversee the implementation of the law. The Assistant Principal acts as the DASA Coordinator at Urban Choice Charter School.

VOLUNTEER AND COMMUNITY SUPPORT

Community Partnerships and Support

UCCS is fortunate to have several community partners that have extended a hand to work with our students to further help ensure their success. Below you will find a list of these partnerships:

- Foodlink
- SMILEmobile
- Collin F Kennedy Foundation
- Urban League
- Wegmans
- Community Volunteers

Programs

UCCS has several programs to enrich our student's academic, social, and emotional lives:

- Extensive volunteer program
- Boys & Girls Modified Basketball and Track
- ROC Kids Connect

UCCS COMPLAINT POLICY

In accordance with Sec. 2855(4) of the Education Law, a parent or any other individual or group may bring a complaint to the Board of Trustees alleging a violation of the provisions of Article 56 of the Education Law, or of the charter of the School, or of any other provision of law relating to the management or operation of the School. The complaint must be in writing and set forth in reasonable detail the nature of the complaint and the facts relevant thereto.

The complaint should be addressed to the Chair of the Board of Trustees. Upon receipt of a written complaint, the Board of Trustees will promptly refer it to the Chief Executive Officer of the School for review and investigation. The Board of Trustees may authorize the Chief Executive Officer to provide a written response directly to the complainant, subject to further review by the Board; or, in the alternative, the Board may request the Chief Executive Officer to submit a report, including a detailed statement of facts and conclusions, to the Board of Trustees. The Board of Trustees shall consider the complaint at its meeting next following the date of receipt of the report of the Chief Executive Officer, but if that date is within ten days prior to the date of the next meeting of the Board of Trustees, the Board may defer consideration of the complaint until the following meeting. The Board of Trustees may, in its sole discretion, invite the complainant to present additional information at its meeting.

The decision of the Board of Trustees shall be in writing and delivered to the complainant within ten days of its review. The decision shall include notice of the right to seek further review from the Charter authorizer, as described below.

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

Complaints to the Chief Executive Officer may be delivered by mail to the following address:

Chief Executive Officer
Urban Choice Charter School
1020 Maple Street
Rochester, NY 14611

Complaints to the Board of Trustees or requests for Board of Trustees review may be delivered by mail to the following address:

Urban Choice Charter School
Attn.: Board of Trustees Executive Assistant
1020 Maple Street
Rochester, NY 14611

If the complainant believes that the Board of Trustees has not adequately addressed a complaint, the individual or group may present the complaint to the School's Charter Authorizer, the New York State Board of Regents. Requests for review must be sent by email to charterschools@mail.nysed.gov or in writing and should be mailed to:

Charter Schools Office
NYS Education Department
89 Washington Avenue
Albany, NY 12234

A copy of this Complaint Policy will be provided to (1) newly enrolled families; (2) all enrolled families when revised; (3) upon request; and (4) at any other time UCCS deems appropriate. Additionally, this Complaint Policy is posted and available on UCCS's internet site, www.urbanchoicecharter.org.