

Baystate Academy Complaint Procedure

In accordance with guidelines established by the Department of Elementary and Secondary Education and consistent with the values of the board of trustees of the Baystate Academy Charter Public School (Baystate Academy), students, parents, and any member of the community have the right to hold the school accountable. As part of the accountability process, the Baystate Academy has a procedure for formally filing a complaint with and about the school. The procedure is as follows.

1. Any parent, guardian, or other individuals or groups who believe that Baystate Academy has violated or is violating any provision of M.G.L. c. 71, § 89, or 603 CMR 1.00, including any state or federal law or regulation regarding special education, may file a complaint in writing via letter with the charter school's board of trustees. The complaint should be forwarded to the President of the Board of Trustees at 2001 Roosevelt Avenue, Springfield, MA 01104.
2. Once received, the President of the Board of Trustees will acknowledge receipt of complaint via letter.
3. The board of trustees shall, pursuant to a complaint received under 603 CMR 1.10, or on its own initiative, conduct reviews to ensure compliance with M.G.L. c. 71, § 89, and 603 CMR 1.00.
 - a. Complaints will be reviewed by the governance committee of the board of trustees. If a member of the governance committee is the specifically identified as the source of the complaint that member will be excluded from the review process and replaced by an officer of the board not already a member of the committee.
4. The board of trustees shall respond no later than 30 days from receipt of the complaint in writing to the complaining party outlining its response to the complaint and its process for arriving at its decision.
5. If the complaining party believes the complaint has not been adequately addressed by the board of trustees of Baystate Academy, they may submit the complaint in writing to the Commissioner of the Department of Elementary and Secondary Education (DESE), who shall investigate such complaint and make a written response. Baystate Academy and the specific individuals involved shall cooperate to the fullest extent with such review.
6. In the event Baystate Academy is found in non-compliance with M.G.L. c. 71, § 89, or 603 CMR 1.00, as a result of a complaint or upon investigation, the Commissioner or Board of DESE may take such action as it deems appropriate, including but not limited to suspension or revocation of the charter under 603 CMR 1.13, or referral of the matter to the District Attorney, the Office of the Attorney General, or any other agency for appropriate legal action.