

# YESHIVAS MAHARIT D'SATMAR

## COMPLAINT PROCEDURES

### Filing a Complaint Internally

Any student wishing to file a complaint or an appeal of a decision made by the Yeshiva should submit it in writing to the Administrator, who will consider all relevant information concerning the complaint, including extenuating circumstances such as illness in the immediate family or other unusual situations.

The Administrator will consult with faculty members and other students as appropriate. The complaint will be investigated, and the student will be informed in writing within 30 days of the resolution of the complaint. No person directly involved in the complaint issue will make the final determination of the complaint.

### AARTS Complaint Procedure:

All students also have the right to submit complaints to AARTS, the agency which accredits Yeshivas Maharit D'Satmar. A written complaint can be sent to: Association of Advanced Rabbinical and Talmudic Schools (AARTS) 11 Broadway, Suite 405, New York, NY 10004, with the title: Student Complaint – Yeshivas Maharit D'Satmar. AARTS can also be contacted at Tel. 212.363.1991, or FAX: 212.533.5335.

### Filing a Complaint with the State

Section 494(C)(j) of the New York Higher Education Act of 1965, as amended, provides that any student, faculty member, or other person who believes that he or she has been aggrieved by an institution of higher education has the right to file a written complaint.

The complaint may be filed by any person with reason to believe that an institution has acted contrary to its published standards or that conditions at the institution appear to jeopardize the quality of the institution's instructional programs or the general welfare of its students. Any student who believes he has been aggrieved by an institution on or after May 4, 1994, may file a written complaint with the State Education Department within three years of the alleged incident.

### How to File a Complaint:

1. The student should first try to resolve the complaint directly with the institution by following the internal complaint procedures provided by the institution. An institution is required to publish its internal complaint procedure in a primary information document such as the catalog or student handbook. The Education Department suggests that the complainant keep a copy of all correspondence with the institution.

2. If a student is unable to resolve the complaint with the institution or believes that the institution has not properly addressed his concerns, he may contact the Postsecondary Complaint Registry to request a complaint form. The Registry may be contacted at:

New York State Education Department  
Postsecondary Complaint Registry  
One Park Avenue, 6th Floor  
New York, NY 10016  
Telephone: 212-951-6493

3. The completed Registry form should be signed and sent to the above address, and should indicate the specific resolution being sought and any efforts that have been made to resolve the complaint through the institution's internal complaint processes. Copies of all relevant documents should be included with the form.

4. After receiving the completed form, the Department will notify the complainant of its receipt and request any additional information. When appropriate, the Department will also advise the institution that a complaint has been made and, when appropriate, the nature of the complaint. The complainant will also be notified of the name of the evaluator assigned to address the specific complaint. The evaluator may contact the complainant for additional information.

5. The Department will make every effort to address and resolve complaints within 90 days of receipt of the complaint form.

### Complaint Resolution:

Some complaints may fall within the jurisdiction of an agency or organization other than the State Education Department. These complaints will be referred to the entity with appropriate jurisdiction. When a complaint concerns a matter that falls solely within the jurisdiction of the institution, the complainant will be notified and the Department will refer the complaint to the institution in question and request that the matter receive a review and response.

Upon conclusion of the Department's complaint review or upon a disposition of the complaint by referral to another agency or organization, or to the institution, the Department will issue written notice to the complainant describing the resolution of the complaint. The complainant may contact the Department evaluator directly for follow-up information or for additional assistance.