

[Additional Requirements Concerning Procedures for Complaints of Student-to-Student Discrimination, Harassment, Intimidation and/or Bullying \(A-832 Complaints\) and Complaints of Student-to-Student Sexual Harassment \(A-831 Complaints\)](#)

There are important additional requirements and procedures concerning the handling of A-832 Complaints and A-831 Complaints. Please review the following:

- **Online Complaint Reporting System**: Parents, students and other individuals (other than staff) can submit A-832 Complaints and A-831 Complaints via the [Online Complaint Reporting System](https://www.nycenet.edu/bullyingreporting) (<https://www.nycenet.edu/bullyingreporting>).
- **Bullying Incident Queue**: Complaints submitted via the Online Complaint Reporting System will automatically appear in the Bullying Incident Queue in the Online Occurrence Reporting System (OORS) for schools to document in OORS and investigate these complaints, upon receipt of an email advising that a new complaint has been received, it is essential that the Bullying Incident Queue be accessed no later than the next school day in order to initiate the required reporting, parent notification and investigation.
- **Notice of Complaints**: Principals/designees must notify the parents/guardians of the alleged victim(s) and the accused student(s) within two (2) school days of receipt of a complaint, provided there are no safety concerns as discussed in CR A-832(II)(K) or CR-A-831(II)(Q). Principals/designees must document in OORS the date the parents/guardians were notified or whether notice was not provided because of safety concerns.
- **OORS Updates**: In order to help principals/designees identify and respond to conduct that may involve discrimination, harassment, intimidation and/or bullying, including sexual harassment (i.e., potential violations of CR A-832 and/or A-831), principals/designees will be required to update OORS post-investigation by responding to additional questions for designated infractions involving incidents of interpersonal behavior between students. The list of [infraction codes](#) that are considered potential violations of CR A-832 and/or CR A-831 include 44 infraction codes.
- Within 10 school days of receipt of an A-832 Complaint or A-831 Complaint (or as soon as reasonably possible thereafter in the event of extenuating circumstances), principals/designees must complete the following steps:
 - **Update OORS after conducting an investigation**: Enter the following information into OORS: the investigative findings; a determination of whether the allegations have been substantiated; and a determination of whether the conduct constitutes a violation of CR A-832 and/or CRA-831 (a material incident).

- **Provide a Written Notice of Determination:** Provide written notice to the parents of the alleged victim and the accused student as to whether any allegations are substantiated and whether the conduct constitutes a violation of CR A-832 and/or A-831, and advise the parents to contact the school to discuss the incident and any follow-up action and the availability of interventions and supports, if appropriate.
- **Document Interventions and Supports in SOHO Gateway:** Document in SOHO Gateway, via OORS, interventions and supports for victims, accused students, and witnesses, if appropriate, for all incidents that violate the discipline code (not only for material incidents). For material incidents, principals/designees also must document in SOHO Gateway the name and contact information for the school personnel responsible for providing the interventions and supports, or document in SOHO Gateway that no interventions and supports are warranted. Interventions and supports may be provided before, during or after an investigation.
- **Extenuating Circumstances:** Principals/designees must document in OORS any extenuating circumstances that prevented the issuance of a timely Notice of Determination.
- **Escalation Staff Assistance:** Parents may continue to request escalation staff assistance from Family Support Coordinators to help coordinate the completion of an open investigation of an A-832 Complaint and/or A-831 Complaint (Pending Complaint) if:
 1. The parent alleges that they and/or the alleged victim in a Pending Complaint have/has been retaliated against for making a prior A-832 Complaint and/or A-831 Complaint (Prior Complaint) at the same school as the Pending Complaint.
 2. The alleged victim in the Pending Complaint has been the victim of two or more complaints in the same school year which were found to be material incidents; and/or
 3. The parent did not receive a Notice of Determination from the school within 10 school days of the school's receipt of the complaint.
 4. The parent of the victim, accused, and/or witness needs additional help accessing supports and interventions regarding an A-831 or A-832 Complaint reported to the school.
- **Public Reporting:** In November and May, DOE must post [reports](#) on the DOE public-facing website showing, among other data, compliance with required timelines and notifications regarding A-832 Complaints and A-831 Complaints.

Reminders

Reporting by School Staff: Any staff member who witnesses student-to-student discrimination, harassment, intimidation and/or bullying, including sexual harassment, or who has knowledge or information or receives notice that a student may have been the victim of such behavior by another student is required to promptly verbally report the alleged act to the RFA or SHP liaison(s) or to the principal/designee within one (1) school day and submit the [Complaint Reporting Form](https://cdn-blob-prd.azureedge.net/prd-pws/docs/default-source/default-document-library/a-832-reporting-form.pdf?sfvrsn=43ca4491_6) (https://cdn-blob-prd.azureedge.net/prd-pws/docs/default-source/default-document-library/a-832-reporting-form.pdf?sfvrsn=43ca4491_6) (which has been revised) describing the incident to the RFA or SHP liaison or the principal/designee no later than two (2) school days after making the verbal report.

Students, parents, and other individuals, **other than staff**, may also report A-832 and A-831 Complaints using any of the following:

- verbally or in writing to the school's principal or designee, RFA liaison, SHP liaison, or other staff member, including by submitting the [Student and Parent Complaint/Reporting Form](https://www.schools.nyc.gov/docs/default-source/default-document-library/student-and-parent-complaint-reporting-form) (https://www.schools.nyc.gov/docs/default-source/default-document-library/student-and-parent-complaint-reporting-form);
- RespectForAll@schools.nyc.gov;
 - 718-935-2288 (Monday – Friday, 8 am-6 pm).
- United Federation of Teachers Hotline at 212-709-3222; and/or
- Title_IX_Inquiries@schools.nyc.gov (for sexual or gender-based complaints only).

Individual Support Plans (ISP): Schools must develop and implement an ISP for any student who is the victim of two (2) or more material incidents, or who has been found to have violated CR A-832 and/or CR A-831 two (2) or more times in the same school year. An ISP may be developed for other students as appropriate.

Transfers: Transfer requests due to alleged bullying, intimidation, harassment, and/or discrimination prohibited under Chancellor's Regulation A-832, and/or sexual harassment prohibited under Chancellor's Regulation A-831, must be approved and transfers must be expedited.

FWCs are required to follow up with the school to investigate such reports and should communicate as soon as possible to families about placement options. Schools and parents can find more information on the [Transfers webpage](https://www.schools.nyc.gov/enrollment/enrollment-help/transfers) (https://www.schools.nyc.gov/enrollment/enrollment-help/transfers).

