



HOW TO FILE A CHARTER SCHOOL COMPLAINT

Last Updated April 15, 2019

INFORMAL COMPLAINTS – ISSUES WITH SCHOOLWORK, ASSIGNED TEACHER, GRADES, PROMOTION, OR RETENTION

All complaints that do not involve a violation of the law or charter should be resolved with the school leader.

FORMAL COMPLAINTS – VIOLATIONS OF LAW, SUCH AS ALLEGATIONS OF ABUSE OR SPECIAL EDUCATION ISSUES

Step 1: Familiarize yourself with the school’s guidelines and contact the school’s leadership.

Begin by contacting school leadership to try to resolve any violations, issues or complaints. Before doing so, we encourage you to familiarize yourself with the school's policies, guidelines, and reference materials. Such items include, but are not limited to, parent handbooks, student discipline policies related to your concern, dress code pamphlets, and school-issued memorandums. Determine whether or not the school’s actions related to your complaint fall within the school’s policies.

Step 2: Appeal to the school’s Board of Trustees

Each charter school has a Board of Trustees that is responsible for hiring and overseeing the school leader. If after contacting the school’s leadership you are not satisfied with the outcome or decision pertaining to the complaint, you may appeal to the school's Board of Trustees. The Board meets publicly on a regular basis. Parents are encouraged to either contact the Board directly to schedule items on the meeting agenda or contact the school/parent committee that deals with such matters.

Step 3: Appeal to the school’s authorizer

If after your appeal you are not satisfied with the Board of Trustees’ decision, and if your complaint involves a violation of either the school’s policies or its charter, you may submit a formal complaint to the school's authorizer. If the school is not an NYC DOE-authorized school, please contact your school’s authorizer for more information.

- For SUNY-authorized schools, contact (518) 445-4275 or visit: <http://www.newyorkcharters.org/contact>.
- For NYSED-authorized schools, contact (518) 474-1762 or visit: <http://www.p12.nysed.gov/psc/complaint.html>.
- For NYCDOE-authorized schools, contact (212) 374-5419 and fill out the NYC DOE-Authorized Charter School Complaint Form on pages 3-5 of this document.

It is very important that before you escalate your complaint to the school’s authorizer level you determine it constitutes a formal complaint involving a violation of the school’s charter or of state charter law. **Informal complaints that do not violate either the school’s charter or state charter law should be resolved between the parent and the school’s leadership.**

Step 3: Appeal to the school’s authorizer (continued)

Complaint Example	Does this constitute a formal complaint?	How can the parent proceed with this complaint?
<p><i>My child’s teacher often disciplines my child for what seem to be small infractions. It seems that the teacher is targeting my child.</i></p>	<p>This complaint as reported here likely would not qualify as a formal complaint because it likely does not involve a violation of the school’s charter or of state charter law. As such, it will probably not qualify as something that the school’s authorizer can take formal action on.</p>	<p>The parent should check the school’s charter and discipline policies to ensure that the complaint does not constitute a charter or policy violation. If the infractions and discipline measures fall under the school’s charter and policy guidelines, then the parent should work with the school leadership and Board to resolve this issue. In that case, the complaint would likely remain informal.</p> <p>However, if the parent finds that the infractions and discipline measures do fall outside of the school’s charter and discipline policies, and if the parent has tried to address this issue with the school’s leadership and Board without a satisfactory result, a formal complaint can and should be filed with the school’s authorizer.</p>
<p><i>My child is not receiving his/her mandated IEP services during school hours. I attempted to resolve this issue with the school’s principal and then the Board, but received an inadequate or unsatisfactory response.</i></p>	<p>This complaint likely does qualify as a formal complaint, as the provision of IEP services is mandated under federal and state education laws. Additionally, the parent is unsatisfied with the outcome of his/her previous attempts to informally resolve this complaint at the school level.</p>	<p>The parent should contact the school’s authorizer to determine its procedures for submitting a formal complaint. He or she should be able to document the attempts to resolve the issue at the school level.</p>

Step 4: Appeal to the New York State Board of Regents

If you are still not satisfied with the outcome after going through the first three levels of the complaint process, you may write to the New York State Board of Regents (New York State Education Department, Charter School Office, Room 465 EBA, 89 Washington Avenue, Albany, NY 12234), call them at (518) 474-1762, or send an email to charterschools@mail.nysed.gov (subject line should include the name of the school and the word “Complaint”).

Complaint Form for Chancellor-Authorized Charter Schools

Directions: Please complete the following three pages and submit them with any attachments to:

Office of School Design & Charter
Partnerships New York City Department of
Education
100 Gold Street, Suite
3500 New York, NY
10038

Or via email to:

charterschools@schools.nyc.gov

Today's Date	
Name of Person Bringing Complaint	
Address	
Telephone Number	
E-mail Address	
Name of Charter School	
Name of Student(s) Involved	
Grade of Student(s) Involved	
Date of Incident	

List of Chancellor-Authorized Charter Schools

Contact (212) 374-5419 or charteroversight@schools.nyc.gov

Bedford Stuyvesant New Beginnings Charter School	John V. Lindsay Wildcat Academy Charter School
Bronx Academy of Promise Charter School	KIPP Academy Charter School
Bronx Community Charter School	Metropolitan Lighthouse Charter School
Bronx Lighthouse Charter School	Mott Haven Academy Charter School
Brooklyn Charter School	New Heights Academy Charter School
Brooklyn Scholars Charter School	New York French American Charter School
Challenge Preparatory Charter School	NYC Charter High School for Architecture, Engineering and Construction Industries (AECI)
Community Roots Charter School	Opportunity Charter School
Cultural Arts Academy Charter School at Spring Creek	Peninsula Preparatory Academy Charter School
Dr. Richard Izquierdo Health and Science Charter School	Renaissance Charter High School for Innovation
Ember Charter School for Mindful Education, innovation and Transformation	Riverton Street Charter School
Equality Charter School	Rochdale Early Advantage Charter School
Future Leaders Institute Charter School	South Bronx Charter School for International Cultures and the Arts
Growing Up Green Charter School	St. HOPE Leadership Academy Charter School
Harlem Children's Zone Promise Academy I Charter School	Summit Academy Charter School
Harlem Children's Zone Promise Academy II Charter School	The Bronx Global Learning Institute for Girls Charter School, The Shirley Rodriguez-Remeneski School
Hebrew Language Academy Charter School	The Equity Project Charter School
Hellenic Classical Charter School	The Renaissance Charter School
Hyde Leadership Charter School - Brooklyn	Williamsburg Charter High School
Imagine Me Leadership Charter School	VOICE Charter School of New York
Inwood Academy for Leadership Charter School	

List of Charter Schools Authorized by the Board of Regents

Contact (518) 474-1762 or charterschools@nysed.gov

American Dream Charter School (The)	Mott Hall Charter School
Bronx Charter School for Children (The)	Neighborhood Charter School of Harlem (The)
Bronx Charter School for the Arts	New American Academy Charter School (The)
Brooklyn Laboratory Charter School	New Dawn Charter High School
Brooklyn Urban Garden Charter School	New Ventures Charter School
Capital Preparatory (CP) Harlem Charter School	New Visions Charter High School for Advanced Math and Science II
Charter High School for Law and Social Justice	New Visions Charter High School for Advanced Math and Science III
Collegiate Academy for Mathematics and Personal Awareness Charter School (CAMPA)	New Visions Charter High School for Advanced Math and Science IV
Compass Charter School	New Visions Charter High School for the Humanities II
Democracy Prep Endurance Charter School	New Visions Charter High School for the Humanities III
Emblaze Academy Charter School	New Visions Charter High School for the Humanities IV
Global Community Charter School	New York City Montessori Charter School
Great Oaks Charter School	Northside Charter High School
Growing Up Green Charter School II	Rosalyn Yalow Charter School
Harlem Hebrew Language Academy Charter School	School in the Square Public Charter School
Harriet Tubman Charter School	South Bronx Classical Charter School
Hebrew Language Academy Charter School 2	South Bronx Classical Charter School II
John W. Lavelle Preparatory Charter School	South Bronx Classical Charter School III
Key Collegiate Charter School	South Bronx Classical Charter School IV
KIPP AMP Charter School	South Bronx Community Charter High School
KIPP Freedom Charter School	South Bronx Early College Academy Charter School
KIPP Infinity Charter School	Unity Prep Charter School
KIPP NYC Washington Heights Academy Charter School	Urban Dove Team Charter School
KIPP STAR College Preparatory Charter School	Urban Dove Team Charter School II
La Cima Charter School	WHIN Music Community Charter School
Launch Expeditionary Learning Charter School	Williamsburg Charter High School
Lois and Richard Nicotra Early College Charter School	
Math, Engineering, and Science Academy Charter High School	

List of Charter Schools Authorized by the SUNY Charter Schools Institute

Contact (518) 445-4250 or charters@suny.edu

Academic Leadership Charter School	Brooklyn East Collegiate Charter School
Academy of the City Charter School	Brooklyn Emerging Leaders Academy Charter School
Achievement First Apollo Charter School	Brooklyn Excelsior Charter School
Achievement First Aspire Charter School	Brooklyn Prospect Charter School - CSD 13
Achievement First Brownsville Charter School	Brooklyn Prospect Charter School - CSD 15
Achievement First Bushwick Charter School	Broome Street Academy Charter High School
Achievement First Crown Heights Charter School	Brownsville Ascend Charter School
Achievement First East New York Charter School	Brownsville Collegiate Charter School
Achievement First Endeavor Charter School	Bushwick Ascend Charter School
Achievement First Linden Charter School	Canarsie Ascend Charter School
Achievement First North Brooklyn Preparatory Charter School	Central Brooklyn Ascend Charter School
Achievement First Voyager Middle School	Central Queens Academy Charter School
Amber Charter School	Children's Aid College Prep Charter School
Amber Charter School II	Citizens of the World Charter School - New York 1 (Williamsburg)
Atmosphere Academy Public Charter School	Citizens of the World Charter School - New York 2 (Crown Heights)
Bedford Stuyvesant Collegiate Charter School	Community Partnership Charter School
Beginning With Children Charter School II	Coney Island Preparatory Public Charter School
Boys Preparatory Charter School of New York	Cypress Hills Ascend Charter School
Brilla College Preparatory Charter School	Democracy Prep Charter School
Brilla Veritas College Preparatory Charter School	Democracy Prep Harlem Charter School
Bronx Charter School for Better Learning	DREAM Charter School
Bronx Charter School for Better Learning II	East Harlem Scholars Academy Charter School
Bronx Charter School for Excellence	East Harlem Scholars Academy Charter School II
Bronx Charter School for Excellence 2	Elm Community Charter School
Bronx Charter School for Excellence 3	Excellence Boys Charter School
Bronx Charter School for Excellence 4	Excellence Girls Charter School
Bronx Preparatory Charter School	Explore Charter School
Brooklyn Ascend Charter School	Explore Empower Charter School
Brooklyn Dreams Charter School	

Explore Exceed Charter School	Manhattan Charter School
Explore Excel Charter School	Manhattan Charter School 2
Family Life Academy Charter School	Merrick Academy - Queens Public Charter School
Family Life Academy Charter School II	Middle Village Preparatory Charter School
Family Life Academy Charter School III	New Hope Academy Charter School
Forte Preparatory Academy Charter School	New Visions A.I.M. Charter High School I
Girls Preparatory Charter School of New York	New Visions A.I.M. Charter High School II
Girls Preparatory Charter School of the Bronx	New Visions Charter High School for Advanced Math and Science
Grand Concourse Academy Charter School	New Visions Charter High School for the Humanities
Harbor Science and Arts Charter School	New World Preparatory Charter School
Harlem Link Charter School	New York Center for Autism Charter School
Harlem Prep Charter School	New York Center for Autism Charter School Bronx
Harlem Village Academy East Charter School	New York City Charter School of the Arts
Harlem Village Academy West Charter School	Ocean Hill Collegiate Charter School
Heketi Community Charter School	Our World Neighborhood Charter School
Hyde Leadership Charter School	Our World Neighborhood Charter School 2
Icahn Charter School	PAVE Academy Charter School
Icahn Charter School 2	Sisulu-Walker Charter School of Harlem
Icahn Charter School 3	Storefront Academy Charter School
Icahn Charter School 4	Success Academy Charter School - Bed-Stuy 1
Icahn Charter School 5	Success Academy Charter School - Bed-Stuy 2
Icahn Charter School 6	Success Academy Charter School - Bed-Stuy 3
Icahn Charter School 7	Success Academy Charter School - Bensonhurst
International Leadership Charter High School	Success Academy Charter School - Bergen Beach
Invictus Preparatory Charter School	Success Academy Charter School - Bronx 1
Kings Collegiate Charter School	Success Academy Charter School - Bronx 2
Leadership Prep Bedford Stuyvesant Charter School	Success Academy Charter School - Bronx 3
Leadership Prep Brownsville Charter School	Success Academy Charter School - Bronx 4
Leadership Prep Canarsie Charter School	Success Academy Charter School - Bushwick
Leadership Prep Ocean Hill Charter School	Success Academy Charter School - Cobble Hill
Legacy College Preparatory Charter School	

Success Academy Charter School - Crown Heights
Success Academy Charter School - Far Rockaway
Success Academy Charter School - Flatbush
Success Academy Charter School - Fort Greene
Success Academy Charter School - Harlem 1
Success Academy Charter School - Harlem 2
Success Academy Charter School - Harlem 3
Success Academy Charter School - Harlem 4
Success Academy Charter School - Harlem 5
Success Academy Charter School - Hell's Kitchen
Success Academy Charter School - Prospect Heights
Success Academy Charter School - Rosedale

Success Academy Charter School - South Jamaica
Success Academy Charter School - Springfield Gardens
Success Academy Charter School - Union Square
Success Academy Charter School - Upper West
Success Academy Charter School - Washington Heights
Success Academy Charter School - Williamsburg
Tech International Charter School
The International Charter School of New York
The Urban Assembly Charter School for Computer Science
UFT Charter School
University Prep Charter High School
Williamsburg Collegiate Charter School