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.
<table>
<thead>
<tr>
<th>Complaint Example</th>
<th>Does this constitute a formal complaint?</th>
<th>How can the parent proceed with this complaint?</th>
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<tbody>
<tr>
<td>My child’s teacher often disciplines my child for what seem to be small infractions. It seems that the teacher is targeting my child.</td>
<td>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.</td>
<td>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. 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.</td>
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<tr>
<td>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.</td>
<td>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.</td>
<td>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.</td>
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**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: chartschools@schools.nyc.gov

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<th>Today’s Date</th>
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<th>Name of Person Bringing Complaint</th>
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<th>Name of Charter School</th>
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<th>Name of Student(s) Involved</th>
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**STEP 1: MEETING WITH SCHOOL LEADERSHIP (e.g., PRINCIPAL, EXECUTIVE DIRECTOR, ACADEMIC DEAN)**

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<th>Have you met with school leadership?</th>
<th>Date of meeting</th>
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1. Please provide a **detailed statement** of the nature of the complaint, including the law or provision of the charter that you allege has been violated. (Attach extra pages if necessary.)

2. Please **attach any correspondence** between you and the school leadership and a written copy of the school leadership’s response to your complaint.

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STEP 2: MEETING WITH THE BOARD OF TRUSTEES

| Have you met with school’s Board of Trustees? |  
| Date of meeting |  

1. Please **attach a copy** of the written outcome decided upon by the Board of Trustees.

2. Please **write a brief summary** of your reason for appealing the Board’s decision.

3. Please **describe the action or relief** you are seeking. (Attach extra pages if necessary.)

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List of Chancellor-Authorized Charter Schools
Contact (212) 374-5419 or charteroversight@schools.nyc.gov

Bedford Stuyvesant New Beginnings Charter School
Bronx Academy of Promise Charter School
Bronx Community Charter School
Bronx Lighthouse Charter School
Brooklyn Charter School
Brooklyn Scholars Charter School
Challenge Preparatory Charter School
Community Roots Charter School
Cultural Arts Academy Charter School at Spring Creek
Dr. Richard Izquierdo Health and Science Charter School
Ember Charter School for Mindful Education, innovation and Transformation
Equality Charter School
Future Leaders Institute Charter School
Growing Up Green Charter School
Harlem Children’s Zone Promise Academy I Charter School
Harlem Children’s Zone Promise Academy II Charter School
Hebrew Language Academy Charter School
Hellenic Classical Charter School
Hyde Leadership Charter School - Brooklyn
Imagine Me Leadership Charter School
Inwood Academy for Leadership Charter School
John V. Lindsay Wildcat Academy Charter School
KIPP Academy Charter School
Metropolitan Lighthouse Charter School
Mott Haven Academy Charter School
New Heights Academy Charter School
New York French American Charter School
NYC Charter High School for Architecture, Engineering and Construction Industries (AECI)
Opportunity Charter School
Peninsula Preparatory Academy Charter School
Renaissance Charter High School for Innovation
Riverton Street Charter School
Rochdale Early Advantage Charter School
South Bronx Charter School for International Cultures and the Arts
St. HOPE Leadership Academy Charter School
Summit Academy Charter School
The Equity Project Charter School
The Renaissance Charter School
Williamsburg Charter High School
VOICE Charter School of New York
List of Charter Schools Authorized by the Board of Regents
Contact (518) 474-1762 or charterschools@nysed.gov

American Dream Charter School (The)
Bronx Charter School for Children (The)
Bronx Charter School for the Arts
Brooklyn Laboratory Charter School
Brooklyn Urban Garden Charter School
Capital Preparatory (CP) Harlem Charter School
Charter High School for Law and Social Justice
Collegiate Academy for Mathematics and Personal Awareness Charter School (CAMPA)
Compass Charter School
Democracy Prep Endurance Charter School
Emblaze Academy Charter School
Global Community Charter School
Great Oaks Charter School
Growing Up Green Charter School II
Harlem Hebrew Language Academy Charter School
Harriet Tubman Charter School
Hebrew Language Academy Charter School 2
John W. Lavelle Preparatory Charter School
Key Collegiate Charter School
KIPP AMP Charter School
KIPP Freedom Charter School
KIPP Infinity Charter School
KIPP NYC Washington Heights Academy Charter School
KIPP STAR College Preparatory Charter School
La Cima Charter School
Launch Expeditionary Learning Charter School
Lois and Richard Nicotra Early College Charter School
Math, Engineering, and Science Academy Charter High School
Mott Hall Charter School
Neighborhood Charter School of Harlem (The)
New American Academy Charter School (The)
New Dawn Charter High School
New Ventures Charter School
New Visions Charter High School for Advanced Math and Science II
New Visions Charter High School for Advanced Math and Science III
New Visions Charter High School for Advanced Math and Science IV
New Visions Charter High School for the Humanities II
New Visions Charter High School for the Humanities III
New Visions Charter High School for the Humanities IV
New York City Montessori Charter School
Northside Charter High School
Rosalyn Yalow Charter School
School in the Square Public Charter School
South Bronx Classical Charter School
South Bronx Classical Charter School II
South Bronx Classical Charter School III
South Bronx Classical Charter School IV
South Bronx Community Charter High School
South Bronx Early College Academy Charter School
Unity Prep Charter School
Urban Dove Team Charter School
Urban Dove Team Charter School II
WHIN Music Community Charter School
Williamsburg 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
Academy of the City Charter School
Achievement First Apollo Charter School
Achievement First Aspire Charter School
Achievement First Brownsville Charter School
Achievement First Bushwick Charter School
Achievement First Crown Heights Charter School
Achievement First East New York Charter School
Achievement First Endeavor Charter School
Achievement First Linden Charter School
Achievement First North Brooklyn Preparatory Charter School
Achievement First Voyager Middle School
Amber Charter School
Amber Charter School II
Atmosphere Academy Public Charter School
Bedford Stuyvesant Collegiate Charter School
Beginning With Children Charter School II
Boys Preparatory Charter School of New York
Brilla College Preparatory Charter School
Brilla Veritas College Preparatory Charter School
Bronx Charter School for Better Learning
Bronx Charter School for Better Learning II
Bronx Charter School for Excellence
Bronx Charter School for Excellence 2
Bronx Charter School for Excellence 3
Bronx Charter School for Excellence 4
Bronx Preparatory Charter School
Brooklyn Ascend Charter School
Brooklyn Dreams Charter School
Brooklyn East Collegiate Charter School
Brooklyn Emerging Leaders Academy Charter School
Brooklyn Excelsior Charter School
Brooklyn Prospect Charter School - CSD 13
Brooklyn Prospect Charter School - CSD 15
Broome Street Academy Charter High School
Brownsville Ascend Charter School
Brownsville Collegiate Charter School
Bushwick Ascend Charter School
Canarsie Ascend Charter School
Central Brooklyn Ascend Charter School
Central Queens Academy Charter School
Children's Aid College Prep Charter School
Citizens of the World Charter School - New York 1
Citizens of the World Charter School - New York 2
Community Partnership Charter School
Coney Island Preparatory Public Charter School
Cypress Hills Ascend Charter School
Democracy Prep Charter School
Democracy Prep Harlem Charter School
DREAM Charter School
East Harlem Scholars Academy Charter School
East Harlem Scholars Academy Charter School II
Elm Community Charter School
Excellence Boys Charter School
Excellence Girls Charter School
Explore Charter School
Explore Empower Charter School
Explore Exceed Charter School
Explore Excel Charter School
Family Life Academy Charter School
Family Life Academy Charter School II
Family Life Academy Charter School III
Forte Preparatory Academy Charter School
Girls Preparatory Charter School of New York
Girls Preparatory Charter School of the Bronx
Grand Concourse Academy Charter School
Harbor Science and Arts Charter School
Harlem Link Charter School
Harlem Prep Charter School
Harlem Village Academy East Charter School
Harlem Village Academy West Charter School
Heketi Community Charter School
Hyde Leadership Charter School
Icahn Charter School
Icahn Charter School 2
Icahn Charter School 3
Icahn Charter School 4
Icahn Charter School 5
Icahn Charter School 6
Icahn Charter School 7
International Leadership Charter High School
Invictus Preparatory Charter School
Kings Collegiate Charter School
Leadership Prep Bedford Stuyvesant Charter School
Leadership Prep Brownsville Charter School
Leadership Prep Canarsie Charter School
Leadership Prep Ocean Hill Charter School
Legacy College Preparatory Charter School
Manhattan Charter School
Manhattan Charter School 2
Merrick Academy - Queens Public Charter School
Middle Village Preparatory Charter School
New Hope Academy Charter School
New Visions A.I.M. Charter High School I
New Visions A.I.M. Charter High School II
New Visions Charter High School for Advanced Math and Science
New Visions Charter High School for the Humanities
New World Preparatory Charter School
New York Center for Autism Charter School
New York Center for Autism Charter School Bronx
New York City Charter School of the Arts
Ocean Hill Collegiate Charter School
Our World Neighborhood Charter School
Our World Neighborhood Charter School 2
PAVE Academy Charter School
Sisulu-Walker Charter School of Harlem
Storefront Academy Charter School
Success Academy Charter School - Bed-Stuy 1
Success Academy Charter School - Bed-Stuy 2
Success Academy Charter School - Bed-Stuy 3
Success Academy Charter School - Bensonhurst
Success Academy Charter School - Bergen Beach
Success Academy Charter School - Bronx 1
Success Academy Charter School - Bronx 2
Success Academy Charter School - Bronx 3
Success Academy Charter School - Bronx 4
Success Academy Charter School - Bushwick
Success Academy Charter School - Cobble Hill
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