

Introduction | Charter school formal complaints

Charter schools are publicly funded schools that are open to all students through a non-discriminatory admissions lottery. Each charter school is governed by a not-for-profit board of trustees that may include educators, community members, and leaders from the private sector. Charters have the freedom to establish their own policies, design their own educational program, and manage their human and financial resources.

Charter school authorizers are responsible for making sure that each charter school executes, and performs within, the guidelines, standards and goals set forth in its charter agreement. New York City currently has three authorizers: the New York City Department of Education (NYCDOE) Charter Schools Office, the State University of New York Charter Schools Institute (SUNY), and the New York State Education Department (NYSED) Charter Schools Office. To find out which authorizer oversees your child's school, please refer to pages 3-8 of this document.

Although all New York City charter schools reside within the city's five boroughs, they are independent Local Educational Agencies and are not subject to the New York City Chancellor's Regulations, but rather to Article 56 of New York State Education Law (the [NYS Charter Schools Act of 1998](#)) as well as [New York State Charter School Regulations](#). Section 2855 (4) of the [NYS Charter Schools Act](#) provides that a parent (as well as any other individual) who believes that a charter school has violated a term of its charter or the law may complain formally to the school and seek relief. The school is required to provide you promptly with their complaint policy in writing upon request, and that complaint policy should specify how and to whom you should direct your complaint. The law gives the power to hear those complaints to the school's Board of Trustees in the first instance (though the Board of Trustees often delegates that power to, for example, the principal or a committee of the board or a neutral third party). Please check with your child's charter school to determine its specific complaint procedures and which parties they involve.

Process for formal complaints

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.

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 3-7 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.**

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 after going through the first three levels of the complaint process you are still not satisfied with the outcome, 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”).

NYC DOE Authorized Charter Schools

Academic Leadership Charter School
Achievement First Crown Heights Charter School
Achievement First East New York Charter School
Achievement First Endeavor Charter School
Bedford Stuyvesant New Beginnings Charter School
Beginning With Children Charter School
Bronx Academy of Promise Charter School
Bronx Community Charter School
Bronx Global Learning Institute for Girls Charter School
Bronx Lighthouse Charter School
Brooklyn Ascend Charter School
Brooklyn Charter School
Brooklyn Scholars Charter School
Brownsville Ascend Charter School
Bushwick Ascend Charter School
Challenge Preparatory Charter School
Community Roots Charter School
Coney Island Preparatory Public Charter School
Cultural Arts Academy Charter School at Spring Creek
Democracy Prep Charter School
Democracy Prep Harlem Charter School
Dr. Richard Izquierdo Health and Science Charter School
Dream Charter School
Equality Charter School
Explore Charter School
Explore Empower Charter School
Fahari Academy 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
Hyde Leadership Charter School - Brooklyn
Imagine Me Leadership Charter School
International Leadership Charter School
Inwood Academy for Leadership Charter School
John V. Lindsay Wildcat Academy Charter School
John W. Lavelle Preparatory Charter School
KIPP Academy Charter School
KIPP AMP Charter School

KIPP Infinity Charter School
Lefferts Gardens Charter School
Manhattan Charter School
Metropolitan Lighthouse Charter School
Mott Haven Academy Charter School
New Heights Academy Charter School
New York Center for Autism Charter School
New York French American Charter School
NYC Charter High School for Architecture, Engineering and Construction Industries (AECI)
Opportunity Charter School
PAVE Academy Charter School
Peninsula Preparatory Academy Charter School
Renaissance Charter High School for Innovation
Renaissance Charter School
Riverton Street Charter School
Rochdale Early Advantage Charter School
South Bronx Charter School for International Cultures and the Arts
South Bronx Classical Charter School
St. Hope Leadership Academy Charter School
Staten Island Community Charter School
Summit Academy Charter School
Teaching Firms of America-Professional Preparatory Charter School
The Equity Project Charter School
VOICE Charter School of New York
Williamsburg Charter High School
Williamsburg Collegiate Charter School

SUNY CSI-Authorized Charter Schools in New York City

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 Linden Elementary School
Achievement First North Brooklyn Prep Charter School
Amber Charter School
Amber Charter School II
Atmosphere Charter School
Bedford Stuyvesant Collegiate Charter School
Beginning With Children Charter School II
Boys Preparatory Charter School of New York
Bronx Charter School for Better Learning
Bronx Charter School for Better Learning II

Bronx Charter School for Excellence
Bronx Preparatory Charter School
Brooklyn Dreams Charter School
Brooklyn East Collegiate Charter School
Brooklyn Excelsior Charter School
Brooklyn Prospect Charter School
Brooklyn Prospect Charter School Downtown
Broome Street Academy Charter School
Brownsville Collegiate Charter School
Canarsie Ascend Charter School
Central Brooklyn Ascend Charter School (Williamsburg Ascend)
Central Queens Academy Charter School
Children's Aid College Prep Charter School
Citizens of the World Charter School 1 Williamsburg
Citizens of the World Charter School New York 2 Crown Heights
Community Partnership Charter School
East Harlem Scholars Academy Charter School
East Harlem Scholars Academy Charter School II
Excellence Boys Charter School
Excellence Girls 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
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 Charter School
Harlem Village Academy Leadership Charter School
Heketi Community 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
Innovate Manhattan Charter School
International Charter School of New York
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
Manhattan Charter School 2
Merrick Academy - Queens Public Charter School
Middle Village Prep Charter School
New Hope Academy Charter School
New Visions Charter High School for Advanced Math and Science
New Visions Charter High School for the Humanities
New World Preparatory Charter School
Ocean Hill Collegiate Charter School
Our World Neighborhood Charter School
ROADS Charter School I
ROADS Charter School II
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 - 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 - Cobble Hill
Success Academy Charter School - Crown Heights
Success Academy Charter School - Ft. 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 - 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
UFT Charter School
University Prep Charter High School

NYSED-Authorized Charter Schools in New York City

American Dream Charter School
Brilla College Prep Charter School
Bronx Charter School for the Arts
Bronx Charter School for Children
Brooklyn Laboratory Charter School
Brooklyn Urban Garden Charter School
Capital Preparatory Harlem Charter School
Charter High School for Law and Social Justice
Compass Charter School
Democracy Prep Endurance Charter School
Global Community Charter School
Great Oaks Charter School
Harlem Hebrew Language Academy Charter School
Harriet Tubman Charter School
KIPP STAR College Prep Charter School
KIPP Washington Heights Middle School
La Cima Charter School
Launch Expeditionary Learning Charter School
Math, Engineering, and Science Academy Charter High School
Mott Hall Charter School
Neighborhood Charter School of Harlem
New American Academy Charter School
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
South Bronx Classical Charter School II
South Bronx Classical Charter School III
South Bronx Early College Academy Charter School
Unity Prep Charter School
Urban Dove Charter School



NYC DOE-Authorized Charter School Complaint Form

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	

