



CHARTER SCHOOL OFFICE  
ROOM 5N EB Mezzanine, 89 WASHINGTON AVENUE, ALBANY NY, 12234  
Tel. 518/474-1762; [charterschoolcomplaints@nysed.gov](mailto:charterschoolcomplaints@nysed.gov)

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## FORMAL COMPLAINT FORM – APPEAL TO BOARD OF REGENTS

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Section 2855 (4) of the NYS Charter Schools Act provides a formal complaint process for use by individuals (including parents) or groups who believe that a charter school has violated a term of its charter, a provision of the NYS Charter Schools Act, or any other provision of law relating to the management or operation of the charter school.

**Step 1: The complaint must first be brought first to the school's board of trustees** (or its designee as described in the school's complaint/grievance policy). The charter school is required to provide you with a copy of its complaint/grievance policy upon request.

**Step 2:** If, after making your complaint to the school's board of trustees, you believe that the board of trustees has not adequately addressed your complaint, or if, after a reasonable period of time, the board of trustees or its designee does not respond to your complaint in writing - or does not respond within the time that the school provides in its formal complaint/grievance policy - you then have the right to bring your complaint to the entity that authorized the charter school (the "Charter Entity" or "Authorizer"), which will be one of the following entities: the New York State Board of Regents, the Trustees of the State University of New York (SUNY), the Chancellor of the New York City Department of Education, or the Buffalo Board of Education. (Please refer to the [Charter Schools Directory](#) to identify the Charter Entity/Authorizer for each school.)

Charter Entities/Authorizers have their own guidelines for filing complaints and you should check their web sites (below) or contact them directly for information about their complaint processes:

**Trustees of the State University of New York (SUNY):**  
[Contact the SUNY Charter Schools Institute \(link is external\)](#)

**Chancellor of the NYCDOE:**  
[For information about filing a complaint with the NYC-DOE, please see this document.](#)

**Buffalo Board of Education:**  
For information about filing a complaint with the Buffalo Board of Education concerning the charter schools that it authorizes please contact the Buffalo Board of Education directly at 716-816-3500.

- **If the NYS Board of Regents is the charter authorizer/entity, the complaint should be submitted directly to the Board of Regents using the form below.**

**Step 3:** If the school is authorized by the Trustees of the State University of New York (SUNY), the Chancellor of the NYCDOE or the Buffalo Board of Education, after first following the complaint process with the school (Step 1) and the school's Charter Entity/Authorizer (Step 2), you believe that the Charter Entity/Authorizer has not adequately addressed your complaint, you may then bring your complaint to the NYS Board of Regents. **Please note that, in the case of schools that are authorized by the NYS Board of Regents, the complaint process will end after Step 2.**

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**All complaints elevated to the Board of Regents must include this form.** Please answer all questions to the best of your ability. If the space provided is too limited, attach an additional sheet(s).

All complaints elevated to the Board of Regents, along with all supporting documentation, must be submitted by regular mail to:

**New York State Education Department**

**Charter School Office**

89 Washington Ave.

5N Mezzanine

Albany, New York 12234

Or emailed to [CHARTERSCHOOLCOMPLAINTS@nysed.gov](mailto:CHARTERSCHOOLCOMPLAINTS@nysed.gov).

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**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Name of Person Bringing Complaint:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Telephone No.:** \_\_\_\_\_

**Email address (if applicable):** \_\_\_\_\_

**Name of Charter School:** \_\_\_\_\_

1. Provide a detailed statement of the complaint, including an explanation of how the school has violated either its charter or the law. Attach additional pages, if necessary. Please also attach any evidence related to the complaint.

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2. Have you sent your complaint, in writing, to the school's board of trustees? YES ☐ NO ☐  
*If YES, please attach a copy of the correspondence.*

*If NO, you must send your complaint to the school's board of trustees and allow them a reasonable opportunity to respond before elevating your complaint to the Board of Regents.*

3. Did the board of trustees respond, in writing, to your complaint? YES ☐ NO ☐  
*If YES, please attach a copy of the board's response.*

*If NO, you must allow the board of trustees a reasonable amount of time to respond to your complaint. Please reference the school's complaint policy to determine how long the board has to respond to your complaint.*

4. Why do you disagree with the board of trustees' determination?

***\*For complaints against charter schools authorized by the Board of Regents ONLY please proceed to Question 8.***

5. **\*For complaints against charter schools authorized by SUNY, Chancellor of the NYCDOE or Buffalo Board of Education ONLY.\*** Have you sent your complaint, in writing, to the school's charter entity/authorizer? YES ☐ NO ☐

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*If YES, please attach a copy of the correspondence.*

*If NO, you must send your complaint to the school's charter entity/authorizer and allow them a reasonable opportunity to respond before elevating your complaint to the Board of Regents.*

6. **\*For complaints against charter schools authorized by SUNY, Chancellor of the NYCDOE or Buffalo Board of Education ONLY.\*** Did the charter entity/authorizer respond, in writing, to your complaint? YES ☐ NO ☐

*If YES, please attach a copy of the charter entity/authorizer's response.*

*If NO, you must allow the charter entity/authorizer a reasonable amount of time to respond to your complaint.*

7. **\*For complaints against charter schools authorized by SUNY, Chancellor of the NYCDOE or Buffalo Board of Education ONLY.\*** Why do you disagree with the charter entity/authorizer's determination?

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8. What provision(s) of the law or provision(s) of the charter do you allege the school has violated, if known.

9. Describe specifically the action or relief you are now seeking. (Please note that the Commissioner has no authority to order certain types of relief, including but not limited to, the hiring or termination of any staff, directing that an apology be provided, or awarding monetary damages.)

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SIGNED \_\_\_\_\_ DATE \_\_\_\_\_

\*\*\*Please be sure to attach copies of all correspondence between you and the school or board of trustees and submit the completed form together with any attachments to:

**Charter School Office  
New York State Education Department  
89 Washington Avenue, Room 5N Mezzanine  
Albany, New York 12234**

Or

[CHARTERSCHOOLCOMPLAINTS@nysed.gov](mailto:CHARTERSCHOOLCOMPLAINTS@nysed.gov)