



Each charter school has a differentiated approach to amicably resolve complaints that an individual or group may bring to the board of trustees alleging a violation of the provisions of the New York Charter Schools Act, the charter, or any other provision of law relating to the management or operation of the school. These approaches are generally set forth in the charter school's charter, charter agreement, board bylaws, and authorized approved policies and procedures. As a resource, the NYSED Charter School Office has developed this list of effective practices that have been implemented in charter schools across the state. This resource is intended to serve as a conversation starter for your school staff.

Education Law §2855(4) outlines a three-step process for complaints regarding charter schools, as follows:

- e. Why did the concern occur?
- f. What is