Ball State University

Office of Charter Schools

General Policy on Handling Complaints about Charter Schools

One of the overall goals of the University is to honor the autonomy afforded to the charter schools it sponsors while meeting the University's responsibilities of accountability delegated to the charter sponsor by the Indiana charter law. The resolution of complaints about a charter school sponsored by the University is a component of that accountability responsibility.

When the Office of Charter Schools receives a complaint about any of the charter schools it sponsors, the following procedures will be followed:

Complainants will first be advised to address their complaint directly to the school leader or board of directors of the affected school for resolution. If, in the complainant's opinion, the complaint has not been satisfactorily addressed, the individual or organization making the complaint may then submit it in writing to the Director, Office of Charter Schools, Ball State University, Muncie, Indiana 47306 (fax number 765-285-9873) or to lcgabbert@bsu.edu.

Complaints about issues such as compliance with federal or state laws or significant violations of the school's charter will be forwarded in writing within 5 days to the school leader for response. A written response is expected from the school leader within 10 days. If after reviewing the written response, further action is deemed to be warranted by the Director, the Director may take actions including: requesting additional information from the school, contacting the school's board of directors, imposing a corrective action plan on the school, or other such other action deemed appropriate by the Director.

Complaints that are addressed as "confidential" or "anonymous" may, at the discretion of the Office of Charter Schools, be shared with the affected school for response. However, the complainant should note that in most circumstances, the Office of Charter Schools has limited authority to conduct a formal inquiry into a complaint in which the primary rationale for the complaint is submitted anonymously. Also, the Office of Charter Schools reserves the right to not follow through on an anonymous complaint due to the nature of the complaint. Non-anonymous complaints about day to day management or administrative issues will be passed on to the affected school for response within 30 days.

A record will be made of all complaints, Office of Charter Schools' inquiries and responses, and actions taken by the Director. The record will be kept in the Office of Charter Schools. The Office of Charter Schools reserves the right not to respond to the complainant regarding the course and/or outcomes of any inquiry into the complaint.

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