

Ball State University Office of Charter Schools

Charter School Complaint Policy

The Office of Charter Schools (OCS) is committed to respecting the autonomy granted to charter schools while fulfilling its responsibilities as an authorizer under Indiana law. As part of its oversight responsibilities, OCS maintains a process for receiving, reviewing, and responding to complaints related to schools within its portfolio. The complaint process serves as one mechanism through which OCS monitors compliance with applicable laws, charter agreements, and authorizer expectations while ensuring concerns are appropriately considered and addressed.

OCS generally does not intervene in routine school-level matters, including student discipline decisions, grading disputes, classroom assignments, personnel matters, extracurricular activities, or other day-to-day operational decisions that are appropriately addressed through school-level processes. OCS's role is to evaluate concerns related to compliance with applicable law, the Charter Agreement, governance, organizational practices, health and safety, and other matters relevant to its oversight responsibilities.

Certain complaints are subject to review and investigation by other agencies and may need to be directed to the appropriate authority. Examples include complaints involving special education services (e.g. implementation of an Individualized Education Program (IEP), due process decisions), employment discrimination, workplace harassment, wage and hour laws, educator licensure matters, civil rights violations, and other issues outside the scope of OCS's oversight responsibilities. OCS may refer complainants to the appropriate agency when a complaint falls outside our oversight authority.

School-Level Resolution

Before submitting a complaint to OCS, complainants should seek resolution through the school's established processes; including:

- Following the school's complaint policy and procedures;
- Addressing the concern with the appropriate school administrator or school leader; and
- Presenting the concern to the school's governing board, if the matter remains unresolved.

Except where the nature of the allegation suggests that notice to the school could compromise an investigation, or where immediate health, safety, legal, or other significant concerns exist, OCS generally will not review complaints that have not first been presented to the school through its established complaint process. OCS reserves the right to waive this requirement when necessary to protect student safety, preserve the integrity of an investigation, comply with legal obligations, or address allegations of serious misconduct.

Submitting a Complaint to OCS

If, after completing the school's complaint process, the complainant believes the concern remains unresolved, a formal complaint may be submitted to OCS using the complaint form linked below.

Anonymous complaints generally will not be processed as formal complaints. However, OCS may consider information received anonymously when evaluating potential compliance concerns, health and safety issues, or other matters within our oversight responsibilities.

Please note that information submitted through the complaint form will be shared with school leadership as part of OCS's review. Questions regarding the complaint process may be directed to charterschools@bsu.edu.

OCS Review Process and Resolution

Upon receipt of a complaint, OCS will review the information provided to determine whether the matter falls within its oversight responsibilities and whether additional review is warranted.

If OCS determines that the complaint concerns an alleged violation of law, the Charter Agreement, or another matter within its oversight responsibilities, OCS will forward the complaint to the school leader within ten (10) business days for review and response. Unless otherwise specified by OCS, a written response from the school is expected within ten (10) business days, excluding holidays, or according to another mutually agreed-upon timeline.

After reviewing the school's response and any other relevant information, OCS may determine that no further action is necessary or may take additional actions as appropriate. Such actions may include requesting additional information, communicating with school leadership or the governing board, increasing monitoring activities, requiring corrective action, or taking other actions consistent with OCS's oversight responsibilities.

Complaint Records

OCS will maintain records of formal complaints, inquiries, responses, and any corrective actions resulting from the complaint process. A final response regarding the disposition of the complaint will be provided to the complainant, as appropriate.

Office of Charter Schools Complaint Form

Resources:

- **Indiana Special Education Complaints** – Indiana ICHAMP: <https://ichamp.doe.in.gov/>
- **Civil Rights Complaints** – [Indiana Civil Rights Commission Complaint Process](#)
- **Employment Discrimination Complaints** – [U.S. Equal Employment Opportunity Commission \(EEOC\) Charge of Discrimination Process](#)