

**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 Compliance and Special Education Coordinator, Office of Charter Schools, Ball State University, Muncie, Indiana 47306 (fax number 765-285- 9873) or to [chrtrschls@bsu.edu](mailto:chrtrschls@bsu.edu). To assist those wishing to make file a complaint, this site provides a full explanation of the Office's complaint procedures and a downloadable form on which the complaint may be made.

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 five (5) calendar days to the school leader for response. A written response is expected from the school leader within ten (10) calendar days. If after reviewing the written response, further action is deemed to be warranted by the Compliance and Special Education Coordinator, the Compliance and Special Education Coordinator 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 Compliance and Special Education Coordinator. Complaints about day-to-day management or administrative issues will be passed on to the affected school for response within thirty (30) calendar days.

Complaints that are submitted as "confidential" or "anonymous" may not be processed as a formal complaint by the Office of Charter Schools. 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.

A record will be made of all complaints, Office of Charter Schools' inquiries and responses, and actions taken by the Compliance and Special Education Coordinator. The record will be kept in the Office of Charter Schools. A final response will be provided to the complainant regarding the outcome of his or her formal complaint.

September, 2017