

Complaint Policy

2025-2026

Innovation Charter High School
410 East 100th Street, New York, NY 10029
(212) 722-5871
www.innovationhighschool.org
office@innovationhighschool.org

Mission

Innovation nurtures and develops students to be academically successful, socially mature, emotionally healthy, and equipped to lead self-directed and fulfilling lives.

Vision

We envision a world where education is a transformative experience, inspiring students to create positive change in their lives and communities. Innovation Charter High School aims to be at the forefront of this change, continuously pushing the boundaries of traditional education and setting new standards for excellence.

Core Values

Innovation
Activism
Collaboration
Safety
Respect

Administration

Kezena Brown	Head of School
Portia Stanley	Assistant Principal
Michelle Ott	Assistant Principal
Tereena Somayya	Director of College and Career Success and CTE
Latoya Massey	Board of Trustees Chair

This handbook is open for review, comments and feedback until October 5th, 2025.

[Submit feedback here](#)

Formal Complaints

Step 1: Familiarize yourself with the school's guidelines and contact the school's leadership.

Begin by contacting school leadership to try to resolve any violations, issues or complaints. Before doing so, we encourage you to familiarize yourself with the school's policies, guidelines, and reference materials. Such items include, but are not limited to, parent handbooks, student discipline policies related to your concern, dress code pamphlets, and school-issued memorandums. Determine whether the school's actions related to your complaint fall within the school's policies.

Step 2: Appeal to the school's Board of Trustees.

If after contacting the school's leadership you are not satisfied with the outcome or decision pertaining to the complaint, you may appeal to the school's Board of Trustees. The Board meets regularly in public. Parents are encouraged to either contact the Board directly to schedule items on the meeting agenda or contact the school/parent committee that deals with such matters. Charter schools must provide a way to contact the Board upon request.

Step 3: Appeal to the school's authorizer (the education organization in charge of your school).

If after your appeal you are not satisfied with the Board of Trustees' decision, and if your complaint involves a violation of either the school's policies or its charter, you may submit a formal complaint to the school's authorizer (the education organization in charge of your school). You can find your school's authorizer, and their contact information, on the Charter Schools Authorizers page.

Step 4: Appeal to the New York State Board of Regents

If you are still not satisfied with the outcome after going through the first three levels of the complaint process, you may write to:

The NY State Board of Regents
NY State Education Department
Charter School Office, Room 465 EBA
89 Washington Avenue,
Albany, NY 12234
518-474-1762

Or email [charterschools @ nysed.gov](mailto:charterschools@nysed.gov) (subject line should include the name of the school and the word “Complaint”).

Formal Complaint Procedures for Students with Disabilities/IEPs

Under the NY State Education Department 34 §300.508, you may file a due process complaint on any matter relating to a proposal or refusal to initiate or change the identification, evaluation or educational placement of your child, or the provision Free and Appropriate Public Education (FAPE) to your child.

504 Grievance Process

If a child has been deemed ineligible for 504 accommodations, the parent(s) have the right to appeal for a review of the decision made by the Special Education IEP Coordinator. Parents have 10 days of receiving a negative decision to appeal. Parents, who believe their child’s rights under Section 504 are being violated, may ask for a Section 504 Impartial Due Process Hearing. The hearing is a formal process during which parents will be able to contest the school’s decision. Parents have a right to bring an attorney or advocate, to represent them. An impartial hearing officer will decide your complaint.

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To Request an Impartial Hearing

You can request a hearing in writing by mailing a letter that includes:

- Your child's full name and the address where he or she lives
- His or her Student ID number
- His or her birth date
- The name of his or her school
- Your name and contact information, including email
- Your description of the problem, with as many facts as you know.
- The solution you want the NYC DOE to provide.

Make two copies of your letter. Send the original to:

Impartial Hearing Office

131 Livingston Street, Room 201

Brooklyn, NY 11201

Fax #: (718) 391-6181

Email: HOQuest@schools.nyc.gov

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