



WILLIAMS UNIFORM COMPLAINT FORM

Education Code 35186 creates a procedure for the filing of complaints concerning deficiencies related to instructional materials, conditions of facilities that are not maintained in a clean or safe manner or in good repair, or teacher vacancy or misassignment. The complaint and response are public documents as provided by law. w.

Complaints may be filed anonymously. However, if you wish to receive a response to your complaint, you must provide the contact information below. Is a response requested? Yes No

Name of Complainant: _____ Date Complaint Filed: _____

Address: _____ Phone #: _____ Email: _____

Only the following issues may be the subject of this complaint process. If you wish to complain about an issue not specified below, please contact the school or district for the appropriate district complaint procedure.

The complaint is (please check all that apply):

1. Textbooks and Instructional Materials: (Education Code 35186; 5 CCR 4682)

- A student, including an English learner, does not have standards-aligned textbooks or instructional materials or state- or district-adopted textbooks or other required instructional materials to use in class.
- A student does not have access to textbooks or instructional materials to use at home or after school. This does not require two sets of textbooks or instructional materials for each student.
- Textbooks or instructional materials are in poor or unusable condition, have missing pages, or are unreadable due to damage.
- A student was provided photocopied sheets from only a portion of a textbook or instructional materials to address a shortage of textbooks or instructional materials.

2. Teacher Vacancy or Misassignment: (Education Code 35186; 5 CCR 4682)

- A semester begins and a teacher vacancy exists. A *teacher vacancy* is a position to which a single designated certificated employee has not been assigned at the beginning of the school year for an entire year or, if the position is for a one-semester course, a position to which a single designated certificated employee has not been assigned at the beginning of a semester for an entire semester.
- A teacher who lacks credentials or training to teach English learners is assigned to teach a class with more than 20% English learners in the class.
- A teacher is assigned to teach a class for which the teacher lacks subject matter competency.

3. Facility Conditions: (Education Code 17592.72, 35186, 35292.5; 5 CCR 4683)

- A condition exists that poses an emergency or urgent threat to the health or safety of students or staff including gas leaks; nonfunctioning heating, ventilation, fire sprinklers, or air-conditioning systems; electrical power failure; major sewer stoppage; major pest or vermin infestation; broken windows or exterior doors or gates that will not lock and that pose a security risk; abatement of hazardous materials previously undiscovered that pose an immediate threat to students or staff; or structural damage creating a hazardous or uninhabitable condition; and any other condition deemed appropriate by the district.
- A school restroom has not been cleaned or maintained regularly, is not fully operational, or has not been stocked at all times with toilet paper, soap, or paper towels or functional hand dryers.

- The school has not kept all restrooms open during school hours when students are not in classes and has not kept a sufficient number of restrooms open during school hours when students are in classes. This does not apply when temporary closing of the restroom is necessary for student safety or to make repairs.

Please describe the issue(s) of your complaint in detail, including the date of the problem and specific location where the problem occurred (school, room number). You may attach additional pages and include as much text as necessary to fully describe the situation. For complaints regarding facilities conditions, please describe the emergency or urgent facilities condition and how that condition poses a threat to the health and safety of students or staff.

Please file this complaint with the principal or designee at the school site in which the complaint arises. The principal or designee shall forward a complaint about problems beyond his/her authority to the Superintendent or designee in a timely matter, but not to exceed ten (10) working days. Please see the following for more details about the complaint and appeal process.

WILLIAMS UNIFORM COMPLAINT PROCESS AND PROCEDURES

(Board Policy and Administrative Regulations 1312.4)

The Board encourages the early, informal resolution of complaints at the site level whenever possible and appropriate. Usually, complaints are satisfactorily responded to at the informal discussion level. However, procedures below describe formal processes to bring closure to complaints. The following steps summarize the Williams Uniform District's Administrative Regulations.

Step 1: Formal Written Level

- A. If your complaint is not resolved informally; you may obtain a Williams Uniform Complaint Form from a school site main office, the district office customer service desk, or from the district's website. (www.djUSD.net)
- B. A complaint alleging any condition(s) specified shall be filed with the principal at the school in which the complaint arises. The principal shall forward a complaint about problems beyond his/her authority to the Superintendent or designee in a timely manner, but not to exceed ten (10) working days.
- C. The principal shall make all reasonable efforts to investigate any problem within his/her authority and shall remedy a valid complaint and provide a written response within a reasonable time period not to exceed thirty (30) working days from the date the complaint was received.

Step 3: Formal Appeals Level

- A. If you are not satisfied with the resolution of the complaint, you may appeal the decision by the principal or designee to the Associate Superintendent who oversees the facilities, personnel, or materials named in the complaint. Include a brief letter to indicate what specifics in the response from the principal were not satisfactory to you. The Associate Superintendent shall conduct a "Findings of Facts" and will send you a written report of the resolution of the complaint within forty-five (45) days of the initial filing of the complaint.
- B. If you are not satisfied with the Associate Superintendent's resolution of the complaint, you have the right to describe the complaint to the Board of Education at a regularly scheduled meeting. The Associate Superintendent will explain the process for bringing your concern to the Board.
- C. For any complaint concerning a facilities condition that poses an emergency or urgent threat to the health and safety of students or staff, a complainant who is not satisfied with the resolution proffered by the principal or Superintendent or designee may file an appeal to the Superintendent of Public Instruction within fifteen (15) days of receiving the district's response. The complainant shall comply with the appeal requirements specified in 5 CCR 4632. (Education Code 35186, 5 CCR 4687)

