

WILLIAMS UNIFORM COMPLAINT PROCEDURES**Types of Complaints**

The ~~district~~ District shall use the following procedures to investigate and resolve complaints when the complainant alleges that any of the following has occurred: (Education Code 35186; 5 CCR 4681, 4682, 4683)

1. Complaints regarding the insufficiency of textbooks and instructional materials, including any complaint alleging that:
 - a. A student, including an English Learner does not have standards-aligned textbooks or instructional materials or state adopted or district adopted textbooks or other required instructional materials to use in class.
 - b. 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.
 - c. Textbooks or materials are in poor or unusable condition, having missing pages, or are unreadable due to damage.
 - d. 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.

(cf. 6161.1 – Selection and Evaluation of Instructional Materials)

2. Complaints regarding teacher vacancy or misassignment, including any complaint alleging that:
 - a. A semester begins and a teacher vacancy exists.
 - b. A teacher who lacks credentials or training to teach English learners is assigned to teach a class with more than 20 percent English learner pupils in the class.

(cf. 4112.22 – Staff Teaching English Language Learners)

- c. A teacher is assigned to teach a class for which the teacher lacks subject matter competency.

Teacher vacancy means a position to which a single designated certificated employee has not been assigned at the beginning of the 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 the semester for an entire semester. (Education Code 35186; 5 CCR 4600)

WILLIAMS UNIFORM COMPLAINT PROCEDURES (continued)

Beginning of the year or semester means the first day classes necessary to serve all the students enrolled are established with a single designated certificated employee assigned for the duration of the class, but not later than 20 working days after the first day students attend classes for that semester. (5 CCR 4600)

Misassignment means the placement of a certificated employee in a teaching or service position for which the employee does not hold a legally recognized certificate or the placement of a certificated employee in a teaching or service position that the employee is not otherwise authorized by statute to hold. (Education Code 35186; 5 CCR 4600)

(cf. 4112.2 – Certification) (cf. 4113 – Assignment)

3. Complaints regarding the condition of school facilities, including any complaint alleging that:

- a. A condition poses an emergency or urgent threat to the health or safety of students or staff.

Emergency or urgent threat means structures or systems that are in a condition that poses a threat to the health and safety of students or staff while at school, including but not limited to 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 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; or any other condition deemed appropriate. (Education Code 17592.72)

- b. A school restroom has not been cleaned, maintained or kept open in accordance with Education Code 35292.5.

Clean or maintained school restroom means a school restroom has been cleaned or maintained regularly, is fully operational or has been stocked at all times with toilet paper, soap or paper towels or functional hand dryers. (Education Code 35292.5)

Open restroom means the school has kept all restrooms open during school hours when students are not in classes and has kept a sufficient number of restrooms open during school hours when students are in classes. This does not apply when the temporary closing of the restroom is necessary for student safety or to make repairs. (Education Code 35292.5)

WILLIAMS UNIFORM COMPLAINT PROCEDURES (continued)

In any district serving any of grades- 6-12 in which 40 percent or more of the students in the school or school attendance area are from low-income families, as defined in 20 USC 6314, a complaint may be filed alleging noncompliance with the requirement of Education Code 35292.6 to stock, at all times, at least half of the restrooms in the school with feminine hygiene products and to not charge students for the use of such products.

(cf. 3514 – *Environmental Safety*) (cf. 3517 – *Facilities Inspection*)

Filing of Complaint

A complaint alleging any condition(s) specified in the section “Types of Complaints” above shall be filed with the principal or designee at the school in which the complaint arises. The principal or designee forward a complaint about problems beyond his/her authority to the Superintendent or designee in a timely manner, but not to exceed 10 working days. (Education Code 35186; 5 CCR 4680)

Forms and Notices

The Superintendent or designee shall ensure a Williams complaint form is available at each school. However, complainants need not use the district’s District’s complaint form in order to file a complaint. (Education Code 35186; 5 CCR 4680)

The Superintendent or designee shall ensure that the district’s ~~District’s~~ complaint form contains a space to indicate whether the complainant desires a response to his/her complaint and specifies the location for filing a complaint and contains a space to indicate whether the complainant desires a response to the complaint. A complainant may add as much text to explain the complaint as he/she wishes desired. (Education Code 8235.5, 35186; 5 CCR 4680)

The Superintendent or designee shall post in K-12 classroom in each school ensure that the district’s complaint form specifies the location for filing a complaint and contains a space a notice is posted in each classroom in each school containing the components specified in Education Code 35186. In each license-exempt CSPP classroom, a notice containing the components specified in Education Code 8235.5 shall be posted. (Education Code 8235.5, 35186)

Investigation and Response

The principal or designee shall make all reasonable efforts to investigate any problem within his/her authority. He/she shall remedy a valid complaint within a reasonable time period not to exceed 30 working days from the date the complaint was received **or he/she will respond that the complaint does not meet the standards of a Williams Complaint.** He/she will notify the complaint officer of any complaint filed as a Williams Complaint. (Education Code 35186; 5 CCR 4685)

WILLIAMS UNIFORM COMPLAINT PROCEDURES (continued)

Complaints may be filed anonymously. If the complainant has indicated on the complaint form that he/she would like a response to the complaint, the principal or designee shall report the resolution of the complaint to him/her within 45 days of the initial filing of the complaint. If a response is requested, the response shall be made to the mailing address of the complainant as indicated on the complaint form. At the same time, the principal or designee shall report the same information to the Superintendent or designee. (Education Code 35186; 5 CCR 4680,4685)

When Education Code 48985 is applicable and the complainant has requested a response, the response shall be written in English and in the primary language in which the complaint was filed. (Education Code 35186)

If a complainant is not satisfied with the resolution of a complaint, he/she has the right to describe the complaint to the Board of Education at a regularly scheduled meeting. (Education Code 35186; 5 CCR 4686)

For any complaint concerning a facilities condition that poses an emergency or urgent threat to the health or safety of students or staff as described in item #3a in the section entitled “Types of Complaints” above, 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 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)

All complaints and written responses shall be public records. (Education Code 35186; 5 CCR 4686)

(cf. 1340 – Access to District Records)

Reports

On a quarterly basis, the Superintendent or designee shall report, to the Board at a regularly scheduled public Board meeting and to the County Superintendent of Schools, summarized data on the nature and resolution of all complaints. The Report shall include the number of complaints by general subject area with the number of resolved and unresolved complaints. (Education Code 8235.5, 35186; 5 CCR 4686)

*Legal References:*EDUCATION CODE

234.1 Prohibition of discrimination, harassment, intimidation, and bullying

1240 County superintendent of schools, duties

17592.72 Urgent or emergency repairs, School Facility Emergency Repair Account

33126 School Accountability Report Card

35186 Williams uniform complaint procedure

35292.5 Restrooms, maintenance and cleanliness

48985 Notice to parents in language other than English 60119 Hearing on sufficiency of instructional materials

WILLIAMS UNIFORM COMPLAINT PROCEDURES (continued)

CODE OF REGULATIONS, TITLE 5

4600-4670 Uniform complaint procedures 4680-4687 Williams complaints

Management Resources:

WEB SITES

CSBA: <http://www.csba.org>

California County Superintendents Educational Services Association: <http://www.ccsesa.org> California

Department of Education, Williams case: <http://www.cde.ca.gov/eo/ce/wc>

State Allocation Board, Office of Public School Construction: <http://www.opsc.dgs.ca.gov>

Regulation amended: December 17, 2020

Regulation amended: October 16, 2014

Regulation amended: January 13, 2011

Regulation amended: June 12, 2008

Regulation amended: February 15, 2007

Regulation approved: January 13, 2005

ALVORD UNIFIED SCHOOL DISTRICT
Riverside, California



ALVORD UNIFIED SCHOOL DISTRICT

9 KPC Parkway
Corona, CA 92879
(951) 509-5000 Fax: (951) 509-6070

Notice to Parents, Guardians, Students and Teachers: ~~K-12 COMPLAINT RIGHTS~~ ~~Regarding Complaint Rights~~

Williams Settlement Uniform Complaint Notice

Parents/Guardians, ~~Parents, Guardians,~~ Students, and Teachers:

Pursuant to California Education Code Section 35186, you are hereby notified that:

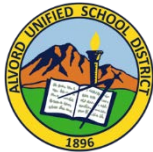
1. There should be sufficient textbooks and instructional materials. That means each student, including English learners, must have a textbook or instructional materials, or both, to use in class and to take home.
2. School facilities must be clean, safe, and maintained in good repair.
3. There should be no teacher vacancies or misassignments. There should be a teacher assigned to each class and not a series of substitutes or other temporary teachers. The teacher should have the proper credential to teach the class, including the certification required to teach English learners if present.

Misassignment means the placement of a certificated employee in a teaching or services position for which the employee does not hold a legally recognized certificate or credential or the placement of a certificated employee in a teaching or services position that the employee is not otherwise authorized by statute to hold.

Teacher vacancy means a position to which a single designated certificated employee has not been assigned at the beginning of the 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.

If you choose to file a complaint alleging that any of the above conditions is not being met, your complaint will be addressed through the district's Williams uniform complaint procedures as required by law. A complaint form may be obtained at the school office or district office, or downloaded from the school or district web site. You may also download a copy of the California Department of Education complaint form from the following web site: <http://www.cde.ca.gov/re/cp/uc>. However, a complaint need not be filed using either the district's complaint form or the complaint form from the California Department of Education.

4. ~~A complaint form may be obtained at the school office, district office or at alvordschools.org. You may also download a copy of the California Department of Education complaint form from the following Web site: www.cde.ca.gov.~~



DISTRITO ESCOLAR UNIFICADO ALVORD

1312.4 Exhibit (1)

9 KPC Parkway
Corona, CA 92879

(951) 509-5000 Fax: (951) 509-6070

Notificación para Padres, Tutores, Alumnos y Maestros: *DERECHOS PARA PRESENTAR QUEJAS K-12*

Notificación del Acuerdo *Williams* del Procedimiento Uniforme para Presentar Quejas

Padres/Tutores, Alumnos y Maestros:

Conforme al Código de Educación Sección 35186, se les notifica que:

1. Debe haber suficientes libros de texto y materiales de instrucción. Esto significa que cada alumno, incluyendo a los Alumnos Aprendiendo Inglés, deben tener un libro de texto o materiales de instrucción, o ambos, para usar en clase y llevar a casa.
2. Las instalaciones escolares deben estar limpias, seguras y en buen estado.
3. No debe haber ningún puesto de maestro vacante o asignación inapropiada. Debe haber un maestro asignado a cada clase y no una serie de maestros suplentes o maestros temporales. El maestro debe tener la acreditación apropiada para impartir clases, incluyendo la certificación requerida para impartir la instrucción a Alumnos Aprendiendo Inglés, si están presentes.

Una asignación inapropiada significa la colocación de un empleado certificado en un puesto de enseñanza o servicio, para el cual, el empleado no posee un certificado o título reconocido legalmente o la colocación del empleado certificado en un puesto de enseñanza o servicio, en el cual, el empleado no está autorizado a ocupar legalmente.

Un puesto de maestro vacante es un puesto en el cual un empleado certificado designado no ha sido asignado al principio del ciclo para todo el año; o si el puesto es de un curso de un semestre, un puesto en el cual un empleado certificado designado no ha sido asignado al principio del semestre para todo el semestre.

Si elige presentar una queja argumentando que no se cumple alguna de las condiciones anteriores, ésta se abordará a través del Procedimiento Uniforme *Williams* para Presentar Quejas del Distrito, según lo establecido por la ley. Puede obtener un formulario para quejas en la oficina escolar u oficina del Distrito o puede descargarlo del sitio web de la escuela o del Distrito. También, puede descargar una copia del formulario para quejas del Departamento de Educación de California en el siguiente sitio web: <http://www.cde.ca.gov/re/cp/uc>. Sin embargo, no es necesario presentar una queja utilizando el formulario para quejas del Distrito o el formulario para quejas del Departamento de Educación de California.



ALVORD UNIFIED SCHOOL DISTRICT

K-12 COMPLAINT FORM:

WILLIAMS UNIFORM COMPLAINT PROCEDURES

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. Complaints may be filed anonymously. However, if you wish to receive a response to your complaint, you must provide the contact information below.

Response requested? Yes No

Contact information: (if response is requested)

Name: _____

Address: _____ Phone number: Day: _____ Evening: _____

E-mail address, if any: _____

Location of the problem that is the subject of this complaint: _____

School name/address: _____

Course title/grade level and teacher name: _____

Room number/name of room/location of facility: _____

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.

Specific issue(s) of the complaint:
(Please check all that apply. A complaint may contain more than one allegation.)

1. Textbooks and instructional materials: (Education Code 35186; 5 CCR 4681)

- ☐ 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 materials are in poor or unusable condition, having missing pages, or are unreadable due to damage.
- ☐ 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 percent English learners in the class.
- ☐ A teacher is assigned to teach a class for which the teacher lacks subject matter competency.

3. Facilities Conditions: (Education Code 17592.72, 35186, 35292.5, 35292.6; 5 CCR 4683)C

- ☐ 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.
- ☐ For a school that serves students in any of grades 6-12 with 40 percent or more of its students from low-income families, as defined, the school has not stocked at least half of its restrooms with feminine products at all times and made those products available to students at no cost.
- ☐ 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.

DETAILS

Please describe the issue of your complaint in detail. 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 or safety of students or staff. **Attach additional pages if needed.**

School _____ Teacher/Course/Grade _____

Room Number/Name of Room/Location of Facility: _____ Date _____

PLEASE FILE YOUR COMPLAINT WITH THE PERSON AND LOCATION LISTED BELOW

Principal or designee _____ Location _____

Please provide a signature below. If you wish to remain anonymous, a signature is not required. However, all complaints, even anonymous ones, should be dated.

(Date)

(Signature)



DISTRITO ESCOLAR UNIFICADO ALVORD

FORMULARIO PARA PRESENTAR QUEJAS K-12:

PROCEDIMIENTO UNIFORME WILLIAMS

PARA PRESENTAR QUEJAS

El Código de Educación 35186 desarrolla un procedimiento para presentar quejas con respecto a las deficiencias relacionadas con los materiales de instrucción, condición de las instalaciones que no se mantienen limpias, seguras o en buen estado y la vacante o asignación incorrecta de maestros. De conformidad con la ley, la queja y respuesta son documentos públicos. Las quejas se pueden presentar de manera anónima. Sin embargo, si desea recibir respuesta a su queja, debe proporcionar la siguiente información de contacto:

¿Solicita respuesta? ☐ Sí ☐ No

Información de contacto: (si solicita respuesta)

Nombre: _____

Dirección: _____ Número de teléfono: Matutino: _____ Vespertino: _____

Dirección de correo electrónico, si tiene: _____

Lugar del problema que se relaciona con esta queja: _____

Nombre de la escuela/dirección: _____

Título del curso/nivel de grado y nombre del maestro: _____

Número de salón/nombre del salón/lugar de la instalación: _____

Únicamente, los siguientes asuntos pueden ser tema de este proceso para presentar quejas. Si desea presentar una queja no relacionada con uno de los siguientes asuntos, favor de contactar a la escuela o Distrito para el procedimiento de quejas apropiado.

Especificar la razón de la queja:
(Favor de elegir todos los que correspondan. La queja puede contener más de un reclamo.)

1. Libros de texto y materiales de instrucción: (Código de Educación 35186; 5 CCR 4681)

- ☐ Un estudiante, incluyendo un Alumno Aprendiendo Inglés, no tiene libros de texto alineados con los estándares o materiales de instrucción o libros de texto adoptados por el estado -o Distrito- u otros materiales de instrucción requeridos para usar en el salón de clase.
- ☐ Un estudiante no tiene acceso a libros de texto o materiales de instrucción para usar en casa o después de clases. Esto no requiere que el estudiante tenga dos sets de libros de texto o materiales de instrucción. Los libros de texto o materiales están en mala condición o en condición inservible, con páginas faltantes o son ilegibles debido a los daños.
- ☐ Los libros de texto o materiales de instrucción están en mala condición o inservibles, con páginas faltantes o son ilegibles debido a los daños.
- ☐ Se proporcionó a un estudiante fotocopias de hojas de solo una parte del libro de texto o materiales de éstos.

2. Puestos vacantes de maestros o asignación inapropiada: (Código de Educación 35186; 5 CCR 4682)

- ☐ Inicia el semestre y hay un puesto vacante de maestro. Una vacante de maestro es un puesto en el cual un empleado certificado designado no ha sido asignado al inicio del ciclo escolar para todo el año; o si el puesto es por un semestre, un puesto en el cual un empleado certificado designado no ha sido asignado al principio del semestre para todo el semestre.
- ☐ Un maestro que carece de acreditación o capacitación para impartir clases a los alumnos aprendiendo inglés es asignado para impartir clase con más del 20 por ciento de alumnos aprendiendo inglés en el salón de clases.
- ☐ Un maestro es asignado a impartir clase para la cual carece de competencia en dicha materia.

3. Condición de las Instalaciones: (Código de Educación 17592.72, 35186, 35292.5, 35292.6; 5 CCR 4683)C

- ☐ El baño escolar no se ha limpiado o mantenido con regularidad, no funciona de manera apropiada o no se ha mantenido constantemente abastecido con papel higiénico, jabón, toallas desechables o secadora de manos que funcione.
- ☐ Para una escuela que atiende a estudiantes de 6°-12° grado, de la cual, 40 por ciento o más de los estudiantes provienen de familias de bajo ingreso, la escuela no ha mantenido abastecido en todo momento por lo menos la mitad de sus baños con productos femeninos y los ha puesto, sin costo alguno, a disposición de los estudiantes.
- ☐ La escuela no ha mantenido todos los baños abiertos durante el horario escolar cuando los estudiantes no están en clases y no ha mantenido suficientes baños abiertos durante el horario escolar cuando los estudiantes están en clases. Esto no aplica cuando se requiere cerrar temporalmente los baños debido a la seguridad de los estudiantes o para hacer reparaciones.

DETALLES

Favor de describir en detalle la razón de su queja. Puede adjuntar paginas adicionales e incluir tanta información como sea necesaria para describir completamente la situación. Si ésta es una queja relacionada con la condición de las instalaciones, por favor describa la razón por la cual esta condición representa una emergencia o peligro urgente para la salud de los estudiantes o personal escolar. Adjunte páginas adicionales si es necesario.

Escuela: _____ Maestro/Curso/Grado: _____

Número del salón/nombre del salón/lugar de la instalación: _____ Fecha: _____

FAVOR DE PRESENTAR SU QUEJA A LA PERSONA Y LUGAR INDICADO A CONTINUACIÓN:

Director o persona designada: _____ Lugar: _____

Favor de firmar a continuación. Si desea permanecer anónimo, no es necesario que firme. Sin embargo, todas las quejas, incluso las anónimas, deben estar fechadas.

(Fecha)

(Firma)