

San Bernardino City Unified School District
WILLIAMS UNIFORM COMPLAINT PROCEDURES

Williams Settlement complaints pertain to the following issues:

1. **Sufficiency of textbooks and instructional materials**
2. **Conditions of school facility**
3. **Teacher vacancy or misassignment**

Complaints may be filed anonymously. Complaint forms are available at the school office or you can request a Williams Settlement complaint form from the District's Affirmative Action Office located at 777 North F Street, San Bernardino 92410, phone (909) 381-1122.

COMPLAINANT'S RESPONSIBILITIES:

1. **Complaints must be filed with the principal or principal's designee at the school location where the problem occurred.**
2. **A complainant who identifies himself or herself is entitled to a response if he or she indicates that a response is requested by marking the space on the complaint form to indicate that a response is requested.**
3. **If the complainant is unable to put the complaint in writing due to conditions such as disability or illiteracy, and requests assistance, the principal or principal's designee shall assist the complainant in the filing of the complaint.**
4. **By law, all complaints are public records.**
5. **A complainant may add as much text to explain the complaint as he or she wishes.**

SCHOOL ADMINISTRATION'S RESPONSIBILITIES

1. **Upon receipt of the complaint, if the complaint is about a problem that is beyond the authority of the school principal, the complaint will be forwarded in a timely manner but not to exceed 10 working days to the Affirmative Action Office for resolution.**
2. **The principal or the designee shall make all reasonable efforts to investigate any problem within his or her authority.**
3. **The principal or the designee shall remedy a valid complaint within a reasonable time period but not to exceed 30 working days from the date the complaint was received.**
4. **The principal or designee shall report to the complainant the resolution of the complaint within 45 working days of the initial filing of the complaint.**
5. **The response to the complaint, if requested, will be written in English and the primary language in which the complaint was filed.**
6. **Appeal rights will be given to the complainant with the written resolution of the complaint.**

PLEASE CONTACT THE AFFIRMATIVE ACTION OFFICE IF YOU HAVE ANY QUESTIONS ABOUT THE WILLIAMS SETTLEMENT COMPLAINT PROCEDURES AT 777 NORTH F STREET, SAN BERNARDINO, CA 92410, PHONE: (909) 381-1122.