

Westminster School District  
**WILLIAMS UNIFORM COMPLAINT PROCESS and PROCEDURE**

California Education Code Section §35186

Under the Williams Act:

- There should be sufficient textbooks and instructional materials. That means each pupil, including English learners, must have a textbook or instructional materials, or both, to use in class and to take home.
- School facilities must be clean, safe, and maintained in good repair.
- There should be no teacher vacancies or mis-assignments. 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.

*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. Mis-assignment 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.*

**How to file a complaint:**

Obtain a complaint form from the school site. By law, a NOTICE should be posted in each classroom describing the above rights and where to find complaint forms.

Fill out the form: If you give your name and ask for a response, the principal or district official must report to you within 45 working days how the problem was fixed. If you file your complaint in a language other than English, the response must be written in that language (and English) if it is spoken at least 15% of the students at your school. You may file an anonymous complaint, however, you will not receive a written response.

**Williams Complaint Timeline:**

*Day 1:* file the complaint at your school

*Within 30 working days:* your school should resolve your complaint. (If the principal forwards your complaint to the district, the district should resolve your complaint within 40 working days.)

*Within 45 working days:* you should receive a written response if you requested one and gave your name and contact information.

*If you are not satisfied with the response to your complaint, speak out by taking your complaint to the school board. You may also appeal to the State Superintendent of Public Instruction within 15 days of receiving the response if your complaint is related to school facilities.*



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WILLIAMS UNIFORM COMPLAINT PROCEDURE
COMPLAINT FORM

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:

Name:

Address:

Phone Number: Day: Evening:

Issue(s) of the complaint: Please check all that apply:

1. Textbooks and instructional materials:

- A pupil, including an English learner, lacks textbooks or instructional materials to use in class.
A pupil does not have access to instructional materials to use at home or after school to complete homework assignments.
Textbooks or instructional materials are in poor or unusable condition, have missing pages or are unreadable due to damage.
A pupil was provided a photocopied sheet from only a portion of a textbook or instructional material to address a shortage of textbooks or instructional materials.

2. Teacher vacancy or mis-assignment:

- A semester begins and a teacher vacancy exists. (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 of which a single designated certificated employee has not been assigned at the beginning of a semester for an entire semester).
A teacher lacks credentials or training to teach English learners and 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:

- 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 line 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 material previously undiscovered that pose an immediate threat to pupils or staff, structural damage creating a hazardous or uninhabitable condition, and any other emergency condition the school district determines appropriate.
A school restroom had not been maintained or cleaned regularly, is not fully operational, or has nor been stacked at all times with toilet paper, soap, and paper towels or functional dryers.
The school has not kept restrooms open during school hours when pupils are not in class, and has not kept a sufficient number of restrooms open during school hours when pupils are in class.

Date of Problem:

Location of Problem: (School name, Address, and Room Number)

Course or Grade Level and Teacher Name:

Please describe the issue of your complaint in detail. You may attach additional pages if necessary to fully describe the situation.

Please file this complaint with the school principal or the contact person specified below at the following location:

Westminster School District
Assistant Superintendent, Business Services
14121 Cedarwood Street, Westminster, CA 92683