Arvin Union School District

Williams Complaint Policies and Procedures
2025–2026

Arvin Union School District
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Adopted by our Governing Board or authorized designee (here and after “the board”) on September 9, 2025.

This document contains rules and instructions about the filing, investigation, and resolution of a Williams Complaint.

The local educational agency (LEA) adopted the Uniform Complaint Procedures (UCP) process in accordance with California *Education Code* (*EC*) Section 35186 and Chapter 5.1 (commencing with Section 4680) of *California Code of Regulations*, Title 5 (5 *CCR*), to help identify and resolve Williams Complaints regarding alleged deficiencies related to instructional materials, emergency or urgent facilities conditions that pose a threat to the health and safety of pupils or staff, and teacher vacancy or misassignment. The LEA is required to have local policies and procedures that enable Williams Complaints to be handled through its UCP process. This document presents information about how we process complaints concerning Williams Settlement issues. A UCP complaint is a written and signed statement by a complainant alleging a violation of state laws or regulations. A complainant is any individual, including a person's duly authorized representative or an interested third party, public agency, or organization who files a written complaint alleging violation of state laws or regulations, regarding alleged deficiencies related to instructional materials, the condition of a facility that is not maintained in a clean or safe manner or in good repair, and teacher vacancy or misassignment. If a complainant is unable to put the complaint in writing due to a disability or illiteracy, we shall assist the complainant in the filing of the complaint.

The Responsibility of the Arvin Union School District

The Arvin Union School District is required to have local policies and procedures that enable Williams Complaints to be handled through our UCP process, to post a classroom notice informing parents, guardians, pupils, and teachers of their rights to file a Williams complaint in each classroom in each school, and to provide a complaint form for Williams complaints regarding alleged deficiencies related to instructional materials,

conditions of facilities that are not maintained in a clean or safe manner or in good repair, and teacher vacancy or misassignment.

If a response is requested by the complainant, the response shall be made to the mailing address of the complainant indicated on the complaint.

If *Education Code* Section 48985 is applicable and 15 percent or more of the pupils in grades K–12 enrolled in our district speak a language other than English, the Williams Complaint Classroom Notice and the Williams Complaint Form shall be written in English and in the primary language of the complainant. The response, if requested, and report shall be written in English and the primary language in which the complaint was filed.

A Williams Complaint about problems beyond the authority of the school principal shall be forwarded in a timely manner, but will not exceed 10 working days, to the appropriate school district official for resolution.

The principal or the designee of the district superintendent, as applicable, shall make all reasonable efforts to investigate any problem within his or her authority.

The principal, or, where applicable, district superintendent or his or her 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.

The principal, or where applicable, district superintendent or his or her designee, shall report to the complainant the resolution of the complaint within 45 working days of the initial filing, if complainant identifies himself or herself and requested a response.

The principal makes this report; the principal shall also report the same information in the same timeframe to the district superintendent or his or her designee.

The school district shall report summarized data on the nature and resolution of all complaints on a quarterly basis to the county superintendent of schools and the governing board of the school district.

The summaries shall be publicly reported on a quarterly basis at a regularly scheduled meeting of the governing board of the school district.

The report shall include the number of complaints by general subject area with the number of resolved and unresolved complaints.

The complaints and responses shall be available as public records.

The Williams Complaint Classroom Notice

We make sure that the Williams Complaint Classroom Notice is posted in each classroom in each school in the school district, and includes the following statements:

(a) The notice shall address parents, guardians, pupils, and teachers.

(b) There should be sufficient textbooks and instructional materials. For there to be sufficient textbooks and instructional materials each pupil, including English learners, must have a textbook or instructional materials, or both, to use in class and to take home.

(c) School facilities must be clean, safe, and maintained in good repair.

(d) There should be no teacher vacancies or misassignments.

(e) The location at which to obtain a form to file a complaint in case of a shortage. Posting a notice downloadable from the internet website of the department shall satisfy this requirement.

The Williams Complaint Form

We make sure that the Williams Complaint Form is available for parents, guardians, pupils, and teachers to use.

Every school in our district shall have a complaint form available for such Williams complaints.

The Williams Complaint form shall include the following:

- A space to mark to indicate whether a response is requested.
- A space to include contact information, including mailing address, if the complainant indicates that a response is requested.
- A space to identify the location where the complaint took place.
- A space to identify the course or grade level, if applicable.
- A space where the complainant describes the specific nature of the complaint in detail.
- A statement that the complainant may add as much text to explain the complaint as the complainant wishes.
- A statement specifying the location for filing a complaint.
- A statement that a pupil, 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.
- A statement that a pupil 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 pupil.

- A statement that textbooks or instructional materials are in poor or unusable condition, having missing pages, or are unreadable due to damage.

- A statement that a pupil was provided photocopied sheets from only a portion of a textbook or instructional materials to address a shortage of textbooks or instructional materials.

- A statement that a semester begins and a teacher vacancy exists. (A position to which a single designated certificate 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 statement that a teacher who lacks credentials or training to teach English learners is assigned to teach a class with one or more English learner pupils in the class.

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

- A statement that a condition that poses a threat to the health or safety of pupils or staff while at school. These projects may include, but are not limited to, the following types of facility repairs or replacements: 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 that pose a security risk, abatement of hazardous materials previously undiscovered that pose an immediate threat to pupil or staff, structural damage creating a hazardous or uninhabitable condition, and any other emergency conditions the school district determines appropriate.

- A statement that a school restroom has not been maintained or cleaned regularly, is not fully operational, or has not been stocked at all times with toilet paper, soap, and paper towels or functional hand dryers.

- A statement that the school has not kept all restrooms open during school hours when pupils are not in classes, and has not kept a sufficient number of restrooms open during school hours when pupils are in classes. This does not apply when temporary closing of the restroom is necessary (1) for a documented pupil safety concern, (2) for an immediate threat to pupil safety, or (3) to repair the facility.

- After July 1, 2026, a statement that the school has failed to provide and maintain at least one all-gender restroom for pupil use which (1) has signage identifying the bathroom facility as being open to all genders and in conformity with Title 24 of the California Code of Regulations; (2) is available for pupil use, as unlocked, unobstructed, easily accessible by any pupil, and consisting with existing pupil access to sex-segregated restrooms; (3) is consistent with the requirements of

EC 35292.6; (4) is available during schools hours and school functions when pupils are present.

Filing a Williams Complaint with the *Arvin Union School District*

A Williams complaint shall be filed with the principal of the school or his or her designee, in which the complaint arises.

A Williams complaint may be filed anonymously.

The complainant need not use the Williams Complaint form to file a complaint.

How to Appeal a Williams Complaint

A complainant who is not satisfied with the resolution of the principal or the district superintendent or his or her designee, involving deficiencies related to instructional materials, the condition of a facility that is not maintained in a clean or safe manner or in good repair, and teacher vacancy or misassignment, has the right to describe the complaint to the governing board of the school district at a regularly scheduled meeting of the governing board.

A complainant who is not satisfied with the resolution proffered by the principal, or the district superintendent or his or her designee, involving a condition of a facility that poses an emergency or urgent threat, as defined in paragraph (1) of subdivision (c) of *EC* Section 17592.72, has the right to file an appeal to the State Superintendent of Public Instruction within 15 calendar days of receiving the report.

A condition that poses an emergency or urgent threat to the health or safety of pupils or staff while at school may include, but are not limited to, the following types of facility repairs or replacements: 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 that pose a security risk, abatement of hazardous materials previously undiscovered that pose an immediate threat to pupil or staff, structural damage creating a hazardous or uninhabitable condition, and any other emergency conditions the school district determines appropriate.

In regards to the resolution proffered by the principal, or the district superintendent or his or her designee, involving a condition of a facility that poses an emergency or urgent threat, the complainant shall comply with the appeal requirements of 5 *CCR* Section 4632.

In order to request an appeal, the complainant must specify and explain the basis for the appeal, including at least one of the following:

1. The LEA failed to follow its complaint procedures, and/or

2. the LEA Investigation Report lacks material findings of fact necessary to reach a conclusion of law, and/or

3. the material findings of fact in the LEA Investigation Report are not supported by substantial evidence, and/or

4. the legal conclusion in the LEA Investigation Report is inconsistent with the law, and/or

5. in a case in which the LEA found noncompliance, the corrective actions fail to provide a proper remedy.

The appeal shall be sent with: (1) a copy of the locally filed complaint; and (2) a copy of the LEA Investigation Report.

A complaint that more than one pupil does not have sufficient textbooks or instructional materials as the result of an act by the governing board of a school district, or the governing board's failure to act to remedy the deficiency, may be filed with the Superintendent directly. A complaint filed pursuant to this subdivision shall identify the basis for filing the complaint directly with the Superintendent. The complainant shall present the Superintendent with evidence that supports the basis for the direct filing.

Legal References

California *Education Code* (*EC*) sections 243, 1240, 17592.72, 35186, 35292.5–35292.6, 48985.

5 California *Code of Regulations* (*CCR*), Title 5 sections 4680–4687.