

Community Relations

E(2) 1312.4

WILLIAMS UNIFORM COMPLAINT PROCEDURES

**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, including emergency or urgent facilities conditions that pose a threat to the health and safety of students or staff, 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: _____

Date problem was observed: _____

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. ☐ 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
 - 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 instructional materials are in poor or unusable condition, have 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

2. ☐ Teacher vacancy or misassignment: (Education Code 35186; 5 CCR 4682)

- a. ☐ 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. (5 CCR 4600)

- b. ☐ A teacher who lacks credentials or training to teach English learners is assigned to teach a class with one or more English learners in the class

This does not relieve the district from complying with state or federal law regarding teachers of English Learners.

- c. ☐ 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)

- a. ☐ A condition exists that poses an emergency or urgent threat to the health or safety of students or staff while at school 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 students or staff; structural damage creating a hazardous or uninhabitable condition; and any other condition deemed appropriate by the district
- b. ☐ 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, and paper towels or functional hand dryers
- c. ☐ For a school serving students in any of grades 3-12, the school has not, at all times, stocked and made available and accessible free of cost, an adequate supply of menstrual products in every women's and all-gender restroom, and in at least one men's restroom

- d. ☐ Starting July 1, 2026, for a school that has more than one female and more than one male restroom designated exclusively for student use, the school has not maintained at least one all-gender restroom for student use in accordance with Education Code 35292.5
- e. ☐ 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 a documented student safety concern, an immediate threat to student safety, or to repair the facility.

Please describe the issue of your complaint in detail. You may attach additional pages and include as much text as you wish 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.

Please file this complaint at the following location:

(principal or designee)

(address)

Please be aware that you may file a complaint directly with the Superintendent of Public Instruction if you are alleging that more than one student does not have sufficient textbooks or instructional materials as the result of an act by the Governing Board, or the Board's failure to remedy the deficiency.

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.

(Signature)

(Date)

Williams Complaint: Flowchart

STEP 1: Filing of Complaint

Complainant files a Williams Complaint Form with the Principal or designee at the school in which the complaint arises.

STEP 2: Receipt Notice, Investigation and Resolution

- All UCP-related complaints shall be investigated and resolved **within 60 calendar days** of the district's receipt of the complaint, unless the complainant agrees in writing to an extension of the timeline.

Within 10 business days after receipt of the complaint, an investigation into the complaint shall begin. The complainant shall be notified if the complaint investigation has been referred to a staff member other than the designated Complaint Officer.

In the case of a Williams complaint, the Principal or designee shall forward a complaint about problems beyond their authority to the designated Complaint Officer within 10 business days after receipt of the complaint.



Within 30 business days of receiving the complaint, the Principal, designee, or designated Complaint Officer shall remedy a valid complaint and, if the complainant has indicated they would like a response, shall report the resolution to them.



Within 5 business days of receiving the written report the complainant has the right to appeal the decision and may do so by submitting their appeal in writing to the Board of Education.



The Board of Education may consider the matter at its next regularly scheduled meeting or at a special meeting convened to meet the required timeline. If the Board decides not to hear the complaint, the investigator's decision shall be final. If the Board hears the complaint, the Board's decision is sent to the complainant **within 60 calendar days of the initial receipt of the complaint** unless the complainant agrees in writing to extend the sixty-day deadline.

Step 3: Appeal to California Department of Education (CDE)

Within 15 calendar days of receiving the governing board's decision, the complainant has a right to appeal the district's decision to the California Department of Education (CDE) by filing a written appeal.

The appeal to the CDE must include a copy of the complaint filed with the district and a copy of the district's decision. The complainant must specify reasons for appealing the District's decision and must include a copy of the locally filed complaint and the District's decision.