

WILLIAMS SETTLEMENT COMPLAINT PROCEDURES

Purpose: The Williams Uniform Complaint Procedures create “supplemental” procedures to investigate a complaint filed pursuant to Education Code 35186. There are only three types of allegations that will be considered under the Williams Uniform Complaint Procedures: 1) policies and procedure regarding deficiencies related to instructional materials, 2) teacher vacancy or misassignments, and 3) emergency or urgent facility conditions that pose a threat to the health and safety of student or staff. Other issues should be resolved through the Uniform Complaint Procedures.

Williams Types of Complaints:

1. There should be sufficient textbooks and instructional materials. That means each pupil, including English learners, must have a textbook or instructional materials, or both, in usable condition to use in the class and to take home to complete required homework assignments.
2. There should be no teacher vacancies or misassignments. For example, a semester begins and a certificated teacher is not assigned to teach the class or a teacher is assigned to teach a class which the teacher lacks subject matter competency.
3. School facilities must be clean, safe and maintained in good repair. A condition that poses an emergency or urgent threat to the health or safety of student or staff.

Procedures: The following procedures shall be used to address all complaints, which allege that the District has violated state law regulations governing the Williams issues. The Superintendent or designee shall maintain a record of each complaint and subsequent related actions.

Step 1: Filing of Complaint: Any individual, public agency or organization may file a written complaint of alleged noncompliance. A complaint may be filed anonymously. The complaint forms may be obtained at the school office, district office or by completing and printing the following form.

A complaint alleging noncompliance to the Williams regulations shall be filed with the principal or designee. The principal or designee shall forward a complaint about problems beyond his/her authority to the Superintendent or designee within 10 working days.

Step 2: Investigation of Complaint: 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.

Step 3: Response: If the complainant has indicated on the complaint form that he/she would like a response to his/her complaint, the principal or designee shall report the resolution of the complaint to the complainant within 45 working days of the initial filing of the complaint. At the same time the principal or designee shall report the same information to the Superintendent or designee.

Appeals: If the complainant is not satisfied with the resolution of the complaint, he/she may describe the complaint to the Governing Board at a regularly scheduled hearing.

For complaints concerning a facility condition that poses an emergency or urgent threat to the health or safety of students or staff as described in item #3 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.

Williams Settlement Form

For Education Code Section 35186 Complaints

Education Code (EC) Section 35186 created a procedure for filing complaints about 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. 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 following contact information.

Response requested: Yes No

Name (Optional): _____

Phone Number Day (Optional): _____ Evening (Optional): _____

Mailing Address (Optional): _____ City/Zip Code: _____

Issue of complaint (please check all that apply):

1. Textbooks and Instructional Materials

- 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 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.
- Textbooks or instructional materials are in poor or unusable condition, have missing pages, or are unreadable due to damage.
- 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.

2. Facility Conditions

- A condition poses an urgent or emergency 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 that pose a security risk; abatement of hazardous materials previously undiscovered that pose an immediate threat to pupils or staff; structural damage creating a hazardous or uninhabitable condition; and any other emergency conditions the school district determines appropriate.
- 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.
- 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.

3. Teacher Vacancy or Misassignment

- Teacher vacancy—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 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.)
- Teacher misassignment—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.
- Teacher misassignment—A teacher is assigned to teach a class for which the teacher lacks subject matter competency.

Date of Problem: _____ Course/Grade Level and Teacher Name: _____

Location of Problem (School Name, Address, and Room Number or Location): _____

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 at the following location:

School Principal or the designee of the district superintendent,
4490 Cornishon Avenue, La Cañada, CA 91011