

WILLIAMS UNIFORM COMPLAINT PROCEDURES**Types of Complaints**

The district shall use the following procedures described in this administrative regulation only to investigate and resolve complaints the following:

1. Complaints regarding the insufficiency of textbooks and instructional materials, including any complaint alleging that: (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. Complaints regarding teacher vacancy or misassignment, including any complaint alleging that: (Education Code 35186; 5 CCR 4682)
 - a. A semester begins and a teacher vacancy exists.
 - 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.
 - c. A teacher is assigned to teach a class for which the teacher lacks subject matter competency.

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 the semester for an entire semester. (Education Code 35186; 5 CCR 4600)

Beginning of the year or semester means the time period from the first day students attend classes for a year-long course or semester-long course, though not later than 20 business days afterwards. (5 CCR 4600)

Misassignment 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. (Education Code 35186; 5 CCR 4600)

3. Complaints regarding the condition of school facilities, including any complaint alleging that: (Education Code 35186; 5 CCR 4683)

a. A condition poses an emergency or urgent threat to the health or safety of students or staff.

Emergency or urgent threat means structures or systems that are in a condition that poses a threat to the health and safety of students or staff while at school, including, but not limited to, 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; or structural damage creating a hazardous or uninhabitable condition; or any other condition deemed appropriate. (Education Code 17592.72)

b. A school restroom has not been cleaned, maintained, or kept open in accordance with Education Code 35292.5.

Clean or maintained school restroom means a school restroom has been cleaned or maintained regularly, is fully operational, or has been stocked at all times with toilet paper, soap, and paper towels or functional hand dryers. (Education Code 35292.5)

Open restroom means, except as necessary for student safety or to make repairs, the school has kept all restrooms open during school hours when students are not in classes and has kept a sufficient number of restrooms open during school hours when students are in classes. This does not apply when the temporary closing of the restroom is necessary for student safety or to make repairs. (Education Code 35292.5)

In any school serving any of grades 6-12, a complaint may be filed alleging noncompliance with the requirement of Education Code 35292.6 to, at all times, stock and make 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. (Education Code 35292.6)

Forms and Notices

The Superintendent or designee shall ensure a Williams complaint form is available at each school. However, complainants need not use the district's complaint form in order to file a complaint. (Education Code 35186)

The Superintendent or designee shall ensure that the district's complaint form specifies the location for filing a complaint and contains a space to indicate whether the complainant desires a response to the complaint. A complainant may add as much text to explain the complaint as desired. (Education Code 35186; 5 CCR 4680)

The Superintendent or designee shall post in each classroom a notice containing the components specified in Education Code 35186. (Education Code 35186)

Filing of Complaint

A complaint alleging any condition(s) specified in the section "Types of Complaints" above shall be filed with the principal or designee at the school in which the complaint arises. A complaint about problems beyond the authority of the principal shall be forwarded to the Superintendent or

designee in a timely manner, but not to exceed 10 working days. Complaints may be filed anonymously. (Education Code 35186; 5 CCR 4680)

A complaint alleging that more than one student does not have sufficient textbooks or instructional materials as the result of an act by the Board, or the Board's failure to remedy the deficiency, may be filed with the Superintendent of Public Instruction (SPI) directly in addition to or in lieu of being filed with the district. Any such complaint shall identify the basis and provide evidence to support its filing directly with the SPI. (Education Code 35186)

If the Superintendent or designee becomes aware that a complaint alleging insufficient textbooks or instructional materials that has been filed directly with the SPI but not with the district, the Superintendent or designee may initiate an investigation in accordance with this administrative regulation, as described below, if there is sufficient evidence to do so.

Investigation and Response

The principal or designee shall make all reasonable efforts to investigate any problem within the principal's authority.

The principal or Superintendent's designee shall remedy a valid complaint within a reasonable time period not to exceed 30 working days from the date the complaint was received. (Education Code 35186; 5 CCR 4685)

If the complainant has indicated on the complaint form a desire to receive a response to the complaint, the principal or Superintendent's designee shall send written resolution of the complaint to the mailing address of the complainant as indicated on the complaint form within 45 working days of the initial filing of the complaint. If the principal makes this report, the information shall be reported at the same time to the Superintendent or designee. (Education Code 35186; 5 CCR 4680, 4685)

When Education Code 48985 is applicable and the complainant has requested a response, the response shall be written in English and in the primary language in which the complaint was filed. (Education Code 35186)

If a complainant is not satisfied with the resolution of a complaint, the complainant has the right to describe the complaint to the Board of Education at a regularly scheduled meeting. (Education Code 35186; 5 CCR 4686)

For any complaint concerning a facilities condition that poses an emergency or urgent threat to the health or safety of students or staff as described in item #3a in the section "Types of Complaints" 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 within 15 days of receiving the district's response. The complainant shall comply with the appeal requirements specified in 5 CCR 4632. (Education Code 35186; 5 CCR 4687)

All complaints and written responses shall be public records. (Education Code 35186; 5 CCR 4686)

Reports

On a quarterly basis, the Superintendent or designee shall report, to the Board of Education at a regularly scheduled board meeting and to the County Superintendent of Schools, summarized data on the nature and resolution of all complaints. The report shall include the number of complaints by general subject area with the number of resolved and unresolved complaints. (Education Code 35186; 5 CCR 4686)

State	Description
2 CCR 11023	<u>Harassment and discrimination prevention and correction</u>
5 CCR 15580-15584	<u>Child nutrition programs complaint procedures</u>
5 CCR 3200-3205	<u>Special education compliance complaints</u>
5 CCR 4600-4670	<u>Uniform complaint procedures</u>
5 CCR 4600-4687	<u>Uniform complaint procedures and Williams complaints</u>
5 CCR 4690-4694	<u>Complaints regarding health and safety issues in license-exempt preschool programs</u>
5 CCR 4900-4965	<u>Nondiscrimination in elementary and secondary educational programs receiving state or federal financial assistance</u>
Ed. Code 18100-18203	<u>School libraries</u>
Ed. Code 200-262.4	<u>Prohibition of discrimination</u>
Ed. Code 32280-32289.5	<u>School safety plans</u>
Ed. Code 35186	<u>Williams uniform complaint procedures</u>
Ed. Code 46015	<u>Parental leave for students</u>
Ed. Code 48645.7	<u>Juvenile court schools</u>
Ed. Code 48853-48853.5	<u>Foster youth</u>
Ed. Code 48985	<u>Notices to parents in language other than English</u>
Ed. Code 49010-49013	<u>Student fees</u>
Ed. Code 49060-49079	<u>Student records</u>
Ed. Code 49069.5	<u>Records of foster youth</u>
Ed. Code 49490-49590	<u>Child nutrition programs</u>
Ed. Code 49701	<u>Provisions of the Interstate Compact on Educational Opportunities for Military Children</u>
Ed. Code 51204.5	<u>Social sciences instruction; contributions of specified groups</u>
Ed. Code 51210	<u>Course of study for grades 1-6</u>
Ed. Code 51222	<u>Physical education</u>
Ed. Code 51223	<u>Physical education; elementary schools</u>
Ed. Code 51225.1-51225.2	<u>Foster youth, homeless children, former juvenile court school students; course credits; graduation requirements</u>
Ed. Code 51226-51226.1	<u>Career technical education</u>
Ed. Code 51228.1-51228.3	<u>Course periods without educational content</u>
Ed. Code 51501	<u>Nondiscriminatory subject matter</u>
Ed. Code 52059.5	<u>Statewide system of support</u>
Ed. Code 52060-52077	<u>Local control and accountability plan</u>
Ed. Code 52075	<u>Complaint for lack of compliance with local control and accountability plan requirements</u>
Ed. Code 52300-52462	<u>Career technical education</u>
Ed. Code 52500-52617	<u>Adult schools</u>
Ed. Code 54400-54425	<u>Compensatory education programs</u>
Ed. Code 54440-54445	<u>Migrant education</u>

State	Description
Ed. Code 54460-54529	<u>Compensatory education programs</u>
Ed. Code 59000-59300	<u>Special schools and centers</u>
Ed. Code 60010	<u>Instructional materials; definition</u>
Ed. Code 60040-60052	<u>Requirements for instructional materials</u>
Ed. Code 64000-64001	<u>Consolidated application process; school plan for student achievement</u>
Ed. Code 65000-65001	<u>School site councils</u>
Ed. Code 8200-8488	<u>Child care and development programs</u>
Ed. Code 8500-8538	<u>Adult basic education</u>
Gov. Code 11135	<u>Prohibition of discrimination</u>
Gov. Code 12900-12996	<u>Fair Employment and Housing Act</u>
H&S Code 1596.792	<u>California Child Day Care Act; general provisions and definitions</u>
H&S Code 1596.7925	<u>California Child Day Care Act; health and safety regulations</u>
Pen. Code 422.55	<u>Definition of hate crime</u>
Pen. Code 422.6	<u>Crimes; harassment</u>

Federal	Description
20 USC 1221	<u>Application of laws</u>
20 USC 1232g	<u>Family Educational Rights and Privacy Act (FERPA) of 1974</u>
20 USC 1681-1688	<u>Title IX of the Education Amendments of 1972; discrimination based on sex</u>
20 USC 6301-6576	<u>Title I Improving the Academic Achievement of the Disadvantaged</u>
20 USC 6801-7014	<u>Title III language instruction for limited English proficient and immigrant students</u>
28 CFR 35.107	<u>Nondiscrimination on basis of disability; complaints</u>
29 USC 794	<u>Rehabilitation Act of 1973; Section 504</u>
34 CFR 100.3	<u>Prohibition of discrimination on basis of race, color or national origin</u>
34 CFR 104.7	<u>Section 504; Designation of responsible employee and adoption of grievances procedures</u>
34 CFR 106.1-106.82	<u>Nondiscrimination on the basis of sex in education programs</u>
34 CFR 106.30	<u>Discrimination on the basis of sex in education programs and activities; definitions</u>
34 CFR 106.44	<u>Recipient's response to sexual harassment</u>
34 CFR 106.45	<u>Grievance process for formal complaints of sexual harassment</u>
34 CFR 106.8	<u>Designation of coordinator; dissemination of policy, and adoption of grievance procedures</u>
34 CFR 110.25	<u>Notification of nondiscrimination on the basis of age</u>
34 CFR 99.1-99.67	<u>Family Educational Rights and Privacy</u>
42 USC 11431-11435	<u>McKinney-Vento Homeless Assistance Act</u>
42 USC 12101-12213	<u>Americans with Disabilities Act</u>
42 USC 2000d-2000d-7	<u>Title VI, Civil Rights Act of 1964</u>
42 USC 2000h-2-2000h-6	<u>Title IX of the Civil Rights Act of 1964</u>
42 USC 6101-6107	<u>Age Discrimination Act of 1975</u>

Management Resources**Description**

California Department of Education Publication	<u>Uniform Complaint Procedure 2021-22 Program Instrument</u>
California Department of Education Publication	<u>Sample UCP Board Policies and Procedures</u>
U.S. DOE, Office for Civil Rights Publication	<u>Part 1: Questions and Answers Regarding the Department's Title IX Regulations, January 2021</u>
U.S. DOE, Office for Civil Rights Publication	<u>Questions and Answers on the Title IX Regulations on Sexual Harassment, July 2021</u>
U.S. DOE, Office for Civil Rights Publication	<u>Dear Colleague Letter: Responding to Bullying of Students with Disabilities, October 2014</u>
U.S. DOJ Publication	<u>Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons, 2007</u>
Website	<u>CSBA District and County Office of Education Legal Services</u>
Website	<u>Student Privacy Policy Office</u>
Website	<u>U.S. Department of Agriculture</u>
Website	<u>California Department of Social Services</u>
Website	<u>U.S. Department of Justice</u>
Website	<u>California Department of Education</u>
Website	<u>CSBA</u>
Website	<u>U.S. Department of Education, Office for Civil Rights</u>
Website	<u>California Civil Rights Department</u>

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