



Liberty Union High School District
20 Oak Street
Brentwood, CA 94513
Phone: (925) 634-2166 Fax: (925) 634-1687
Eric L. Volta, Superintendent

WILLIAMS UNIFORM COMPLAINT FORM

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, teacher vacancy or misassignment, or the lack of opportunity to receive intensive instruction and services to pupils who did not pass one or both parts of the high school exit examination by the end of grade 12. 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:

Name: _____

Address: _____

Phone Number: Day: _____ Evening: _____

Email address, if any: _____

Location of the problem that is the subject of this complaint:

School: _____

Course title/grade level and teacher name: _____

Room number/name of room/location of facility: _____

Date problem was observed: _____

Only the following issues may be the subject of this complaint process. If you wish to complain about an issue not specified below, please use 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 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. Teacher vacancy or misassignment: (Education Code 35186; 5CCR 4681)
 - 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.
 - A teacher lacks credentials or training to teach English learners or 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: (Education Code 35186, 35292.5; 5 CCR 4683)
 - A condition exists that poses an urgent or emergency threat to the health or safety of pupils 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.

- 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.
- 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 closing of the restroom is necessary for pupil safety or to make repairs.

4. High school exit exam intensive instruction and services: (Education Code 35186)

- Pupils who have not passed the high school exit exam by the end of grade 12 were not provided the opportunity to receive intensive instruction and services pursuant to Education Code 37254(d)(4) and (5) after the completion of grade 12.

Please describe the issue of your complaint in detail. You may attach additional pages and include as much text as necessary 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 pupils or staff.

Please file this complaint at the Office of the High School Principal/Director [school site]
or at the Office of the Assistant Superintendent of Administrative Services [20 Oak Street, Brentwood CA 94513]

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)



Liberty Union High School District
20 Oak Street
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Teléfono: (925) 634-2166 Fax: (925) 634-1687
Eric L. Volta, Superintendente

FORMULARIO UNIFORME DE QUEJAS

El código educativo 35186 crea un procedimiento para presentar quejas que tengan que ver con materiales de instrucción, condiciones de las instalaciones que no están mantenidas limpias o de forma segura o en buena condición, puestos vacantes de maestros o si están mal asignados, o la falta de oportunidad para recibir instrucción intensiva y servicios para los estudiantes que no pasaron una o ambas partes del examen de salida de la escuela superior antes de terminar su cuarto año (grado 12). La queja y su respuesta son documentos públicos como provee la ley. Las quejas pueden ser presentadas de forma anónima. Sin embargo, si usted desea recibir una respuesta a su queja, usted debe proporcionar la información siguiente de cómo contactarle.

¿Solicita respuesta? Sí No

Nombre: _____

Dirección: _____

Número de teléfono: día: _____ noche: _____

Dirección de correo electrónico (email), si disponible: _____

Sitio donde ocurre el asunto de esta queja:

Escuela: _____

Nombre de la clase/grado y nombre del maestro/a: _____

Número del salón/nombre del salón/lugar de la instalación:

Día en que se observó el problema: _____

Sólo los siguientes asuntos podrán ser presentados en el proceso de quejas. Si usted desea presentar una queja sobre un asunto que no ha sido especificado adelante, favor de usar el procedimiento del distrito que sea adecuado.

Asunto/s específico/s de la queja: (Favor de marcar todos los que apliquen. La queja puede contener más de una alegación.)

1. Libros de textos y materiales de instrucción: (Código Educativo 35186; 5 CCR4681)
 - Un estudiante, incluyendo aquellos que están aprendiendo inglés, no tiene libros de textos de acuerdo a los estándares, o materiales de instrucción, o libros de texto adoptados por el estado o el distrito, u otros materiales de instrucción requeridos para utilizar en la clase.
 - Un estudiante no tiene acceso a libros de texto o a materiales de instrucción para usar en la casa o después de escuela. Esto no requiere dos juegos de libros de texto o de materiales de instrucción para cada estudiante.
 - Los libros de texto o los materiales de instrucción están en condiciones pobres o inutilizables, le faltan páginas o están tan dañados que no se pueden leer.
 - Se le dio a un estudiante fotocopias de las páginas de sólo una porción de un libro de texto o de materiales de instrucción debido a la escasez de libros de texto o de materiales de instrucción.
2. Vacante o mala asignación de un maestro:
 - El semestre comienza, y existe una vacante de un maestro. *Una vacante de un maestro* es una posición a la cual no se ha asignado un empleado designado como certificado al comenzar el año escolar por un año completo o, si la posición es para una clase de un semestre, una posición a la cual no se ha asignado un empleado designado como certificado al comienzo del semestre o por un semestre completo.
 - Un profesor carece los credenciales o el entrenamiento para enseñar a principiantes del inglés o está asignado para enseñar a una clase con más de 20% de los estudiantes en la clase que están aprendiendo inglés.
 - Asignan a un profesor para enseñar a una clase para la cual el profesor carece competencia en el tema de la clase.
3. Condiciones de la instalación: (Código Educativo 35186, 35292.5; 5 CCR 4683)
 - Una condición existe que plantea una amenaza urgente o de emergencia a la salud o a la seguridad de los estudiantes o del personal, incluyendo: escapes de gas, calefacción que no funciona, ventilación, los rociadores contra el fuego o los sistemas de aire acondicionado, una falla en la corriente eléctrica, una obstrucción mayor en la línea de la alcantarilla, una infestación mayor de plagas, ventanas rotas o puertas exteriores o portones que no cierran y que plantean un riesgo a la

seguridad, disminución de materiales peligrosos que no habían sido descubiertos previamente que plantean una amenaza inmediata a las estudiantes o al personal, y daños estructurales que crean una condición peligrosa o inhabitable.

- Un baño de la escuela no ha sido limpiado o mantenido regularmente, no está funcionando completamente, o no ha sido adecuadamente abastecido en todo momento de papel de inodoro, jabón, y papel toalla o secadoras de manos que funcionen.
- La escuela no ha mantenido todos los cuartos de baño abiertos durante las horas de escuela cuando los estudiantes no están en las clases y no ha mantenido abiertos un número suficiente de baños durante las horas de escuela cuando los estudiantes están en sus clases. Esto no aplica a cuando es necesario cerrar el baño para la seguridad de los estudiantes o para hacer reparaciones.

4. Instrucción intensiva y servicios relacionados con el examen de salida de la escuela superior: (Código Educativo 35186)

- No se le dio la oportunidad a los estudiantes que no han pasado el examen de salida de la escuela superior para el final del cuarto año (grado 12) de recibir instrucción intensiva y servicios de acuerdo al Código Educativo 37254(d)(4) y (5) después de haber completado el grado 12.

Describir por favor su queja detalladamente. Puedes adjuntar páginas adicionales e incluir cuanto texto sea necesario para describir de lleno la situación. Para quejas sobre las condiciones de las instalaciones, favor de describir la emergencia o la condición urgente de la instalación y cómo plantea esa condición una amenaza a la salud o la seguridad de los estudiantes o el personal.

Favor de presentar esta queja a la oficina del principal/director de la escuela superior [escuela], o a la oficina del superintendente auxiliar de servicios administrativos [20 Oak Street, Brentwood CA 94513]

Favor de firmar adelante. Si desea permanecer anónimo, no se requiere su firma. Sin embargo, le debe poner fecha a la queja, aunque sea anónima.

Firma

Fecha

Liberty Union High School District

Administrative Regulation

Classification: Community Relations

Policy No. **AR1312.4**

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Effective 4-13-05

Subject: Williams Uniform Complaint Procedures

Revised 10/23/13

Types of Complaints

The district shall use the following procedures to investigate and resolve complaints when the complainant alleges that any of the following has occurred: (Education Code [35186](#); 5 CCR [4681](#), [4682](#), [4683](#))

1. Textbooks and instructional materials

- a. A pupil, 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 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.
- c. Textbooks or instructional materials are in poor or unusable condition, have missing pages, or are unreadable due to damage.
- d. 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.

(cf. [6161.1](#) - Selection and Evaluation of Instructional Materials)

2. Teacher vacancy or misassignment

- 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 more than 20 percent English learner pupils in the class.

(cf. [4112.22](#) - Staff Teaching English Language Learners)

- 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 first day classes necessary to serve all the pupils enrolled are established with a single designated certificated employee assigned for the duration of the class, but not later than 20 working days after the first day pupils attend classes for that semester. (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](#))

(cf. [4112.2](#) - Certification)

(cf. [4113](#) - Assignment)

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Subject: Williams Uniform Complaint Procedures

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3. Facilities

- a. A condition poses an emergency or urgent threat to the health or safety of pupils 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 pupils 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 pupils or staff; 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, or paper towels or functional hand dryers. (Education Code [35292.5](#))

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

4. High school exit examination intensive instruction and services

A pupil, including an English learner, who has not passed the exit exam by the end of grade 12 was not provided the opportunity to receive intensive instruction and services pursuant to Education Code [37254](#)(d)(4) and (5) after completion of grade 12 for two consecutive academic years or until the pupil has passed both parts of the exam, whichever comes first. (Education Code [35186](#))

(cf. [6162.52](#) - High School Exit Examination)

(cf. [6179](#) - Supplemental Instruction)

Filing of Complaint

A complaint alleging any condition(s) specified in items #1-3 in the section entitled "Types of Complaints" above shall be filed with the principal or designee at the school in which the complaint arises. The principal or designee shall forward a complaint about problems beyond his/her authority to the Superintendent or designee in a timely manner, but not to exceed 10 working days. (Education Code [35186](#); 5 CCR [4680](#))

A complaint alleging any deficiency specified in item #4 in the section entitled "Types of Complaints" above shall be filed with a district official designated by the Superintendent. Such complaints may be filed at the district office or school site and shall be immediately forwarded to the Superintendent or designee. (Education Code [35186](#))

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Investigation and Response

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. (Education Code [35186](#); 5 CCR [4685](#))

Complaints may be filed anonymously. If the complainant has indicated on the complaint form that he/she would like a response to the complaint, the principal or designee shall report the resolution of the complaint to him/her within 45 working days of the initial filing of the complaint. If a response is requested, the response shall be made to the mailing address of the complainant as indicated on the complaint form. At the same time, the principal or designee shall report the same information 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, he/she has the right to describe the complaint to the Governing Board 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 pupils or staff as described in item #3a in the section entitled "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](#))

(cf. [1340](#) - Access to District Records)

Reports

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

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](#); 5 CCR [4680](#))

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

The Superintendent or designee shall ensure that a notice is posted in each classroom in each school containing the components specified in Education Code [35186](#). (Education Code [35186](#))

Legal Reference:

EDUCATION CODE

[1240](#) County superintendent of schools, duties
[17592.72](#) Urgent or emergency repairs, School Facility Emergency Repair Account
[33126](#) School accountability report card
[35186](#) Williams uniform complaint procedure
[35292.5](#) Restrooms, maintenance and cleanliness
[37254](#) Supplemental instruction based on failure to pass exit exam by end of grade 12
[48985](#) Notice to parents in language other than English
[60119](#) Hearing on sufficiency of instructional materials

CODE OF REGULATIONS, TITLE 5

[4600-4687](#) Uniform complaint procedures, especially:
[4680-4687](#) Williams complaints

Management Resources:

WEB SITES

CSBA: <http://www.csba.org>

California County Superintendents Educational Services Association:

<http://www.ccsesa.org>

California Department of Education, Williams case:

<http://www.cde.ca.gov/eo/ce/wc/index.asp>

State Allocation Board, Office of Public School Construction: <http://www.opsc.dgs.ca.gov>

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Liberty Union High School District

Board Policy

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Policy No. **BP1312.4 E**

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NOTICE TO PARENTS/GUARDIANS, PUPILS, AND TEACHERS: COMPLAINT RIGHTS

Parents/Guardians, Pupils, and Teachers:

Pursuant to Education Code [35186](#), you are hereby notified that:

1. 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 material, or both, to use in class and to take home.
2. School facilities must be clean, safe, and maintained in good repair.
3. There should be no teacher vacancies or misassignments. 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.

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.

4. Pupils, including English learners, who have not passed one or both parts of the high school exit examination by the end of grade 12 are to be provided the opportunity to receive intensive instruction and services for up to two consecutive academic years after the completion of grade 12.
5. A complaint form can be obtained at the school office or district office, or downloaded from the school or district web site. You may also download a copy of the California Department of Education complaint form from the following web site: <http://www.cde.ca.gov/re/cp/uc>.

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COMPLAINT FORM: WILLIAMS UNIFORM COMPLAINT PROCEDURES

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Response requested? ____ Yes ____ No

Liberty Union High School District

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Contact information:

Name: _____

Address: _____

Phone number: Day: _____ Evening: _____

E-mail address, if any: _____

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: _____

Date problem was observed: _____

Only the following issues may be the subject of this complaint process. If you wish to complain about an issue not specified below, please use the appropriate district complaint procedure.

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1. Textbooks and instructional materials: (Education Code [35186](#); 5 CCR [4681](#))

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

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3. Facility conditions: (Education Code [17592.72](#), [35186](#), [35292.5](#); 5 CCR [4683](#))

____ A condition exists that poses an emergency or urgent threat to the health or safety of pupils 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 condition deemed appropriate by the district.

____ 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, or paper towels or functional hand dryers.

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4. High school exit exam intensive instruction and services: (Education Code [35186](#))

____ Pupils who have not passed the high school exit exam by the end of grade 12 were not provided the opportunity to receive intensive instruction and services pursuant to Education Code [37254](#)(d)(4) and (5) after the completion of grade 12.

Please describe the issue of your complaint in detail. You may attach additional pages and include as much text as necessary 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 pupils or staff.

Please file this complaint at the following location:

Assistant Superintendent of Administrative Services (or designee)
20 Oak Street
Brentwood, CA 94513

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)