

**COMMUNITY RELATIONS**

**Williams Uniform Complaint Procedures**

**Exhibit 1**

**NOTICE TO PARENTS/GUARDIANS, STUDENTS, AND TEACHERS:  
COMPLAINT RIGHTS**

Parents/Guardians, Students, 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 student, 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, 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. A complaint form may be obtained at the San Joaquin County Office of Education (SJCOE), or downloaded from the SJCOE website. You may also download a copy of the California Department of Education (CDE) complaint form from the following website <http://www.cde.ca.gov/re/cp/uc>. However, a complaint need not be filed using either the complaint form from SJCOE or the complaint form from the California Department of Education.

**Exhibit 2**

**COMPLAINT FORM: WILLIAMS UNIFORM COMPLAINT PROCEDURE**

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. 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: \_\_\_\_\_

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: \_\_\_\_\_

**Exhibit 2 (Continued)**

**COMPLAINT FORM: WILLIAMS UNIFORM COMPLAINT PROCEDURE**

**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 SJCOE for the appropriate SJCOE 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:

- A student, including an English Learner, does not have standards-aligned textbooks or instructional materials, or state- or SJCOE-adopted textbooks, or other required instructional materials to use in class.
- 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.
- Textbooks or instructional materials are in poor or unusable condition, have missing pages, or are unreadable due to damage.
- 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:

- 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 lacking credentials or training to teach English learners is assigned to teach a class with more than 20 percent English learners in the class.
- A teacher is assigned to teach a class for which the teacher lacks subject matter competency.

**Exhibit 2 (Continued)**

**COMPLAINT FORM: WILLIAMS UNIFORM COMPLAINT PROCEDURE**

3. Facility conditions:

- A condition exists that poses an emergency or urgent threat to the health or safety of students or staff while at school, including but not limited to, including gas leaks; nonfunctioning heating, ventilation, fire sprinklers, or air-conditioning systems; electrical power failure; major sewer 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, and any other conditions SJCOE determines appropriate.
- 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 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 closing of the restroom is necessary for student safety or to make repairs.



**Exhibit 2 (Continued)**

**COMPLAINT FORM: WILLIAMS UNIFORM COMPLAINT PROCEDURE**

Please file this complaint with the person specified below at the following location:

Director of Human Resources  
San Joaquin County Office of Education  
2901 Arch-Airport Road, Stockton, CA 95206 (physical)  
P.O. Box 213030, Stockton, CA 95213-9030 (mailing)  
(209) 468-4820

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)

(08/14)