

WILLIAMS UNIFORM COMPLAINT PROCEDURESTypes 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:

1. 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 instructional materials to use at home or after school in order to complete required homework assignments.
 - c. Textbooks or instructional materials are in poor or unusable condition, have missing pages, or are unreadable due to damage.

2. Teacher vacancy or misassignment

- a. A semester begins and a certificated teacher is not assigned to teach the class.

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.

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

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.

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 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 sewage stoppage, major pest or vermin infestation; broken windows or exterior doors or gates that will not lock and that pose a security threat; abatement of hazardous materials previously undiscovered that pose an immediate threat to students or staff; or structural damage creating a hazardous or uninhabitable condition.

- 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.

Open restroom means, except as necessary for pupil safety or to make repairs, the school has kept all restrooms open during school hours when pupils are not in classes and has kept sufficient number of restrooms open during school hours when students are in classes.

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 who 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.

Filing of Complaint

A complaint alleging any condition(s) specified above 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.

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.

Complaints may be filed anonymously. 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 him/her 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.

If a 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 pupils 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.

Complaints and written responses shall be public 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.

Forms and Notices

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.

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.

Revised: June 4, 2008

Adopted: January 2006

Date Received:	_____
30 Days from Date Received:	_____
45 Days from Date Received:	_____

MONROVIA UNIFIED SCHOOL DISTRICT
WILLIAMS Uniform Complaint Form

Complaints must be submitted to the School Principal. Complaints may be filed anonymously. However, if you wish to receive a response to your complaint, you must indicate that a response is requested and provide contact information.

I. Contact information I request a response. I DO NOT request a response.

Please send response to:

Name _____
Address _____
City _____ State _____ Zip Code _____
Home Phone _____ Work or Cell Phone _____

II. Complaint

School Name _____

Address _____ City _____

Subject of the complaint. Please describe in the spaces provided below the details of the complaint. Additional sheets may be attached.

a. Textbooks and instructional materials (Instructional Services)

b. Teacher vacancy or misassignment (Human Resources)

c. Facility conditions (Business Services)

Distribution: (School office use only.)

- The original complaint must be forwarded the date in which it was filed to the appropriate department for resolution. Please check the appropriate department:
 - Instructional Services Human Resources Business Services Site Resolution
- Send a copy of the original complaint to Human Resources the date it was filed.
- When the complaint is resolved, forward copy of Resolution Report Form to the Uniform Complaint Officer in Human Resources.

The Monrovia Unified School District's *Williams* Uniform Complaint procedure is intended to address all of the following:

INSTRUCTIONAL MATERIALS

A complaint related to instructional materials as follows:

- (A) 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 material to use in class.
- (B) A pupil does not have access to instructional materials to use at home or after school in order to complete required homework assignments.
- (C) Textbooks or instructional materials are in poor or unusable condition, have missing pages, or are unreadable due to damage.

TEACHER VACANCY OR MISASSIGNMENT

A complaint related to teacher vacancy or misassignment as follows:

- (A) A semester begins and a certificated teacher is not assigned to teach the class.
- (B) A teacher who lacks credentials or training to teach English learners.
- (C) A teacher is assigned to teach a class for which the teacher lacks subject matter competency.

FACILITY CONDITIONS

A complaint related to the condition of facilities that pose an emergency or urgent threat to the health or safety of pupils or staff and any other emergency conditions the school district determines appropriate.

TIMELINES

Once a complaint has been filed, the Monrovia Unified School District *Williams* Uniform Complaint process will be followed:

- A copy of the complaint will be sent to the Uniform Complaint Officer in Human Resources the day it was filed.
- Once a complaint is received at a school or district site, the principal or designee will make all reasonable efforts to investigate any problem within his/her authority and resolve within 30 working days of filing date.
- Complaints filed beyond the authority of the school principal, must be forwarded to the appropriate district designee and resolved within 30 working days of the filing date.
- The principal or designee has 45 days from the initial filing date to report the resolution in writing to the complainant, if a response was requested.
- A copy of the Resolution Report form will be sent to the Uniform Complaint Officer in Human Resources.

Fecha recibida _____
30 días después de la fecha recibida: _____
45 días después de la fecha recibida: _____

DISTRITO ESCOLAR UNIFICADO DE MONROVIA
Formulario del Procedimiento Uniforme de Quejas WILLIAMS

Las quejas deben ser presentadas al director o directora de la escuela. Las quejas pueden presentarse anónimamente. Sin embargo, si desea recibir una respuesta a su queja, debe indicar que solicita una respuesta y proporcionar información donde pueden comunicarse con usted.

I. Información de contacto Solicito una respuesta. NO solicito una respuesta.
 Por favor envíe la respuesta a:

Nombre _____
Dirección _____
Ciudad _____ Estado _____ Código postal _____
Teléfono particular _____ Teléfono del trabajo o celular _____

II. Queja

Nombre de la escuela _____
 Dirección _____ Ciudad _____

Motivo de la queja. Por favor describa en los espacios que figuran debajo los detalles de la queja. Si es necesario, puede adjuntar hojas adicionales.

- a. **Libros de texto y materiales de enseñanza:** (Instructional Services) _____

- b. **No hay un maestro o el maestro ha sido mal asignado** (Human Resources)

- c. **Estado de las instalaciones** (Business Services)

Distribution: (School office use only.)

- The original complaint must be forwarded the date in which it was filed to the appropriate department for resolution. Please check the appropriate department:
 Instructional Services Human Resources Business Services Site Resolution
- Send a copy of the original complaint to Human Resources the date it was filed.
- When the complaint is resolved, forward copy of Resolution Report Form to the Uniform Complaint Officer in Human Resources.

El Procedimiento Uniforme de Quejas *WILLIAMS* del Distrito Escolar Unificado de Monrovia intenta dirigir todo lo que figura a continuación:

MATERIALES DE ENSEÑANZA:

Queja relacionada con los materiales de enseñanza como figura a continuación:

- (A) El alumno, incluyendo los que aprenden el idioma inglés, carece de libros de textos o materiales educativos alineados con las normas, adoptadas por el estado o por el distrito u otro material de instrucción requerido para usar en clase.
- (B) El alumno no tiene acceso a materiales educativos para usar en su casa o después de la escuela para completar la tarea.
- (D) Los libros de textos o materiales educativos están en mal estado o son inusables, les faltan páginas o son ilegibles debido al daño.

NO HAY UN MAESTRO O EL MAESTRO HA SIDO MAL ASIGNADO

Queja relacionada a que no hay un maestro o ha sido mal asignado como figura a continuación:

- (A) Comienza el semestre y no se ha asignado un maestro certificado a la clase.
- (B) El maestro carece de credenciales o entrenamiento para enseñar a alumnos que aprenden el idioma inglés.
- (C) Se asigna un maestro a una clase, para la cual el maestro carece de capacidad en el tema.

ESTADO DE LAS INSTALACIONES

Queja relacionada al estado de las instalaciones que presentan una amenaza inmediata a la salud o seguridad del alumnado o personal escolar y cualquier otra condición de emergencia que el distrito escolar determine apropiada.

LAPSO DE TIEMPO REQUERIDO

Una vez que se haya archivado una queja, el Procedimiento Uniforme de Quejas *Williams* del Distrito Escolar Unificado de Monrovia seguirá los siguientes pasos:

- Se enviará una copia de la queja al Oficial de Quejas en el departamento de Recursos Humanos el mismo día que la queja fue presentada.
- Una vez que una queja es recibida en la escuela o en el distrito, el director, o persona designada hará todos los esfuerzos razonables de investigar cualquier problema dentro de su autoridad y resolverlo dentro de 30 días laborales de la fecha presentada.
- Las quejas archivadas fuera de la autoridad del director de la escuela, deben ser remitidas a la persona designada del distrito y resueltas dentro de 30 días laborales de la fecha presentada.
- El director o persona designada tiene 45 días desde la fecha inicial presentada, para informar por escrito la resolución al demandante, si es que solicitó una respuesta.
- Una copia del Informe de la Resolución será enviada al Oficial de Quejas en el departamento de Recursos Humanos.