



## REDLANDS UNIFIED SCHOOL DISTRICT

### COMPLAINT FORM: WILLIAMS UNIFORM COMPLAINT PROCEDURE (1312.4)

*Education Code (EC) Section 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 following contact information below.

Response requested:  Yes  No

Name: (Optional) \_\_\_\_\_ Mailing Address: \_\_\_\_\_

Phone Number: (Optional) Day: \_\_\_\_\_ Evening: \_\_\_\_\_

Email Address: If any: \_\_\_\_\_

Location of Problem that is the Subject of this Complaint:

School: \_\_\_\_\_

Course Title/Grade Level and Teacher Name: \_\_\_\_\_

Room Number or Name of Room Location or 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 (Not a complaint if the text book or instructional materials are on order and written authorization to print materials has been received from the publisher).

#### **2. 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 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, 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.

**3. Teacher Vacancy or Misassignment: (Education Code 35186; 5 CCR 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 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.

**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 with the Principal at the problem location:

\_\_\_\_\_  
(Principal )

If your complaint is regarding deficiencies related to intensive instruction and services to pupils who have not passed the exit exam, as specified in Item No. 4 above, please file your complaint with:

\_\_\_\_\_  
(Address)

**Assistant Superintendent, Educational Services  
Redlands Unified School District  
20 West Lugonia Avenue  
Redlands, CA 92374**

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