



LOS ANGELES UNIFIED SCHOOL DISTRICT
POLICY BULLETIN

TITLE: Williams Complaint Procedures

NUMBER: BUL-2362.3

ISSUER: Dan Isaacs, ^{Don} Chief Operating Officer
Office of the Chief Operating Officer

DATE: December 15, 2006

PURPOSE: This bulletin establishes the District's policy to respond to complaints regarding the Williams Uniform Complaint Process.

MAJOR CHANGES: Revision made to Williams UCP Complaint Forms.

GUIDELINES: The following guidelines apply.

ROUTING

All Employees
All Schools
Local District Superintendents
Local District Directors
School Site Administrators

I. Introduction

The *Eliezer Williams, et al., vs. State of California, et al.* (Williams) case was filed as a class action in 2000 in San Francisco County Superior Court. The plaintiffs include nearly 100 San Francisco County students, who filed suit against the State of California and state education agencies, including the California Department of Education (CDE). The basis of the lawsuit was that the agencies failed to provide public school students with equal access to instructional materials, safe and decent school facilities, and qualified teachers.

After four years of litigation, the parties in the case reached a Settlement Agreement on August 13, 2004. Governor Arnold Schwarzenegger signed laws implementing the legislative proposals set forth in the parties' Settlement Agreement on September 29, 2004.

II. Definition

Every school must provide sufficient textbooks and instructional materials. Every student, including English Learners, must have textbooks or instructional materials, or both, to use in class and to take home or use after class.

School facilities must be clean, safe, and maintained in good repair.

Each class should be assigned a teacher and not a series of substitutes or other temporary teachers. The teacher should have the proper credential and subject matter training to teach the class, including training to teach English Learners, if present.



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III. Procedure

Notice to Parents, Guardians, Pupils, Teachers and Other Stakeholders (Attachment A) must be posted at each school site visible to staff, pupils, parents and other stakeholders. Complaint forms (Attachments B and C) can be obtained in the main office, through the LAUSD website (www.lausd.net) or by calling (213) 241-2597.

Complaint forms may be submitted to the school sites (main office, principal, etc.), local district offices or district offices. To receive a response, contact information must be completed and a check-off mark must be indicated on the form.

School sites, local districts and district offices are required to submit all complaints in a timely manner, but not to exceed 10 working days to the Office of the Chief Operating Officer for review, action and response. Due to a timeline in remedying and responding to the problem, it is requested that all complaint forms be either e-mailed to williamscomplaint@lausd.net, faxed to (213) 241-6947 or mailed to Williams Project, Beaudry Building, 24th Floor.

A remedy or resolution to the problem will take place within a reasonable time period but will not exceed 30 working days from the date the complaint was received. Within 45 working days of the initial filing of the complaint, the Office of the Chief Operating Officer will mail a response with the resolution to the following:

1. Complainant
2. Principal
3. Local District Superintendent
4. Division Contact Personnel (Textbook/Instructional Materials, Human Resources or Facilities)

If no response information was provided or requested, a resolution of the complaint will be forwarded to the principal, local district superintendent and the Division contact personnel.

IV. Reporting

The Executive Liaison Administrator will report summarized data regarding the Williams Uniform Complaints on a quarterly basis to the Board of Education at a regular scheduled Board meeting and to the County Superintendent of Schools. The report shall include the number of complaints by general subject area with the number of resolved and unresolved complaints. Reports, complaints and written responses will be available as public records.



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- V. Appeals Process-*Complaint shall comply with the appeal requirements of Section 4632*
- A. Complainants not satisfied with the resolution shall have the right to describe the complaint to the Board of Education at a regularly scheduled meeting. To obtain information regarding Board meeting schedules, please contact Board Secretariat at (213) 241-7002 or log on to www.lausd.net.
 - B. Complainants not satisfied with the resolution involving emergency or urgent school facilities conditions can file an appeal to the Superintendent of Public Instruction.

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State Superintendent of Public Instruction
California Department of Education
1430 North Street
Sacramento, CA 95814

The Superintendent of Public Instruction shall provide a written report to the State Board of Education describing the basis of the complaint and, as appropriate, a proposed remedy for the issue described in the complaint.

VI. Complaint Tracking System

Williams Complaint Tracking System (Attachment D) is provided to show the process used to handle each complaint received.

AUTHORITY: This is a policy of the Superintendent of Schools arising from the mandatory requirements of California Education Code Section 35186 as amended. Guidelines of this policy are under the authority of the Chief Operating Officer.

ASSISTANCE: For assistance or further information please contact Renée E. Jackson at (213) 241-2597 or (562) 803-8227.