

STEP BY STEP GUIDE:
Williams Complaint Process
(Cal. Education Code, §§ 35186 et seq.)

What is a *Williams* Complaint?

A Williams Complaint is a type of UCP complaint relating to instructional materials, emergency or urgent facilities conditions that pose a threat to the health and safety of pupils, and teacher vacancy or misassignment. They are filed with the principal, or their designee of the school in which the complaint arises. Schools have complaint forms available for these types of complaints, but will not reject a complaint if the form is not used as long as the complaint is submitted in writing.

What kinds of complaints are covered by a *Williams* Complaint?

1. Your child does not have a book or instructional materials to use in class and to take home.
2. **The condition of a school building or facility poses a threat to the health and safety of students or staff.**
3. **Your child does not have a permanent teacher assigned to your class** at the beginning of the semester.
4. **The assigned teacher is not qualified to teach.**
5. **A restroom is not fully operational, well maintained and cleaned, stocked with supplies, and open during school hours when students are not in class or there is not a sufficient number of restrooms are open while students are in classes.**
6. **Faulty ventilation systems on campus do not clean the air.**
 - a. *FLTJ RECOMMENDATION:* The CDC has recommended systems that obviate the need for masks. **If your school does not have such a system, a Williams Complaint could alert them to this dangerous condition.**

How do I submit my *Williams* Complaint?

1. Go to your district's website, search for "Williams Complaint Procedure." **LEAs, e.g., your district, are legally obligated to notify students, employees, parents/guardians, and other interested parties of their *Williams* complaint procedures free of charge.**
 - a. Each school's/district's procedure is different. Follow it to a T.
 - b. Google "NAME District Williams complaint procedure" and it will pull up.
 - c. Examples:
 - i. [LAUSD Williams Complaint Procedure](#)
 - ii. [PYLUSD Williams Complaint Procedure](#)
 - iii. [OUSD UCP Complaint Procedure](#)

- d. Most include the following steps:
- i. File a written complaint *requesting a written response* (so you know it is being resolved).
 1. You do *not* need to use form, but *must* be in writing.
 2. *FLTJ Note:* Be as detailed as possible. Who, what, where, when. The more details, the easier to identify the issue and rectify. Any details you do not include in the initial complaint cannot be added to the complaint later in the process.
 - ii. Submit to **school principal or superintendent**.
 1. *FLTJ Note:* Be sure to look up your district's policy, *print it out*, and check off *every* requirement as you satisfy it to ensure you comply with each step, including who to submit to and how.
 2. Some districts require that you submit to principal, some to superintendent.
 3. Note: if they require online, your submission will not be anonymous. Have to mail in anonymously.
 4. **Can be filed anonymously** – and without an identifying signature (meaning you scribble initials, but do not sign full name and identify yourself).
 - iii. **Make sure to keep a copy for your files.**
 - iv. **If you mail, Certified Mail, Return Receipt:**
 1. Nine times out of 10 the school district will deny ever having received your complaint. If you do not obtain a signed return receipt proving delivery, you are probably screwed.
 - v. **Calendar the date receipt is confirmed** to calculate when response is due.

What happens after I submit my complaint?

1. The school official must investigate and fix the problem within 30 working days.
2. If the school official does not have ability or authority to fix the problem, he must forward the complaint to the District.
3. The District must provide a solution within 30 working days of receiving the complaint, but no later than 40 working days after the complaint was first submitted.
4. A written response is due within 45 working days.

What if I am not satisfied with their investigation or response?

1. There is *no* right to appeal *unless* your complaint addresses a condition on the property that poses an emergency or urgent threat.
2. All other complaints can be addressed during a school board meeting to explain why the resolution was unsatisfactory and request that the board take action; and

- a. *Note: your complaint will no longer be anonymous!*
3. If you are appealing the resolution of a complaint concerning a condition of a facility that poses an emergency or urgent threat, you have to file an appeal to the Superintendent of Public Instruction at the CDE within **15 calendar days** of receiving the LEA's decision.

What is the difference between a Uniform Complaint and a Williams Complaint?

A Williams Complaint is specifically for the right to a clean and safe school, to have a book to use in class and at home, to a qualified teacher. A Uniform Complaint is for reporting incidents of harassment or discrimination, including bullying.