

Gateway College & Career Academy

Community Relations

E(2) 1312.4(a)

WILLIAMS UNIFORM COMPLAINT PROCEDURES

COMPLAINT FORM: WILLIAMS UNIFORM COMPLAINT PROCEDURES

Note: Education Code 35186 creates a procedure for the filing of complaints concerning deficiencies in textbooks or instructional materials, teacher vacancy or misassignment, maintenance of facilities, or, as amended by AB 347 (Ch. 526, Statutes of 2007), the provision of intensive instruction and services after grade 12 to students who have not passed the exit examination. The following form contains elements required by Education Code 35186 and 5 CCR 4681, 4682, and 4683. In addition, during the Categorical Program Monitoring (CPM) process, California Department of Education (CDE) staff will check to ensure that the complaint form includes all of the elements specified below. Districts that do not maintain grades 10-12 may modify the following paragraph to delete the reference to intensive instruction and services.

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, 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 contact information below.

Response requested? Yes No

Contact Information:

Name: _____

Address: _____

Phone Number: Day: _____ Evening: _____

E-mail address, if any: _____

Location of the problem that is the subject of this complaint:

School: _____

Course title/grade level and teacher name:

Room number/name of room/location of facility:

Date problem was observed: _____

WILLIAMS UNIFORM COMPLAINT PROCEDURES (continued)

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)
 - θ 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.
 - θ 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.
 - θ Textbooks or instructional materials are in poor or unusable condition, have missing pages, or are unreadable due to damage.
 - θ 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.
2. Teacher vacancy or misassignment: (Education Code 35186; 5 CCR 4681)
 - θ 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.
 - θ 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.
 - θ A teacher is assigned to teach a class for which the teacher lacks subject matter competency.
3. Facility conditions: (Education Code 35186, 35292.5; 5 CCR 4683)
 - θ 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; or structural damage creating a hazardous or uninhabitable condition.
 - θ 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.
 - θ 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 repair.

WILLIAMS UNIFORM COMPLAINT PROCEDURES (continued)

Note: Item #4 below is for use by districts maintaining grades 10-12 that receive California High School Exit Examination intensive intervention funds. As amended by AB 347 (Ch. 526, Statutes of 2007), Education Code 35186 authorizes complaints regarding deficiencies in the provision of intensive instruction and services to students who have not passed the exit exam by the end of grade 12.

- 4. High school exit exam intensive instruction and services: (Education Code 35186)
 - θ 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.

Note: Education Code 35186 requires that complaints be filed with the principal or designee and that the complaint form specify the location for filing the complaint. Districts should specify the name and/or location by filling in the spaces below. As amended by AB 347 (Ch. 526, Statutes of 2007), Education Code 35186 requires that the Superintendent designate a district official to receive and investigate complaints regarding deficiencies related to intensive instruction and services to students who have not passed the exit exam, as specified in item #4 above.

Please file this complaint at the following location:

Miguel Contreras, Director
 Gateway College & Career Academy
 4800 Magnolia Avenue, Riverside CA 92506
miguel.contreras@rcc.edu
 Tel. (951) 222-8089

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)

(1/06 3/07) 11/07