

Complaint Procedures

The teacher is the key person in the educational process. **Individual parental concerns should first be brought to the attention of the teacher so that the opportunity is given to resolve misunderstandings and answer questions.**

Misunderstandings or questions that may arise outside the supervision of the teacher – such as on the bus or on the playground – should also be brought to the attention of the teacher as well as the principal.

When educational matters are not resolved in discussions with the teacher, it is the principal's responsibility to seek a solution in consultation with the teacher and parent. At this point, **complaints must be submitted in writing.**

In the case of a complaint, the matter should first be discussed with the teacher and/or principal. If there is no satisfactory resolution at this point, it may be brought to the attention of the Governing Board.

Uniform Complaint Procedures

The Uniform Complaint Procedures shall only be used to investigate and resolve complaints alleging violations of federal or state laws or regulations governing specific educational programs, the prohibition against requiring students to pay fees, deposits, or other charges for participating in educational activities, unlawful discrimination, harassment, intimidation or bullying, and complaints regarding the Local Control and Accountability Plan.

Please see attached Board Policies 1312.3 and/or the Parent/Student Handbook for more information.

Williams Complaints

The district handles the following types of complaints via the Williams Complaint Process:

1. Textbooks and 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 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.
- c. Textbooks or instructional materials are in poor or unusable condition, have missing pages, or are unreadable due to damage.

d. 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

3. Facilities

a. A condition poses an emergency or urgent threat to the health or safety of pupils or staff.

b. A school restroom has not been cleaned, maintained, or kept open

Please see the Parent/Student Handbook or Notices in the classrooms for more information.