



## ABC Unified School District

### *Public Concern and Complaint Procedures*

1. **School or Site Concerns:** As stipulated in Board Policy 1312 (*Community Relations*), specific concerns regarding a school should be discussed in the following order:
  - a. Teacher (*at secondary level, if involved, and or Guidance Administrator*)
  - b. Principal
  - c. Assistant Superintendent or Designee
  - d. Superintendent
  - e. Board of Education
  
2. **District Department Concerns:** Concerns regarding **Academic Services** (*i.e. Child Development, Curriculum Instructions, Special Education, Special Programs*), **Business Services** (*i.e. Maintenance, Transportation, Nutrition Services*) and **Human Resources** concerns should be discussed in the following order:
  - a. Department Director/Supervisor (*see above listing*)
  - b. Assistant Superintendent
  - c. Superintendent
  - d. Board of Education
  
3. **Uniform Complaint or Community Complaint Procedure:** If a citizen is still dissatisfied with the result after following the above protocol, the below procedures should be followed:
  - a. Complete a Uniform Complaint Procedure or Community Complaint Form (*available at sites and district website.*) or written complaint.
  - b. Submit form or written complaint to the site principal (Uniform Complaint Procedure) or Superintendent's Office (Community Complaint Form)
  - c. Staff will respond to the concern and a response will be sent to the citizen within two weeks (if the complaint is not filed anonymously).
  - d. Copies of the complaint will be distributed as follows: Superintendent, Site/Principal, Parent, and District Department (*i.e. Academic Services*).
  
4. **Williams Uniform Complaint Procedure:** If the complaint concerns the sufficiency of instructional materials, condition of a facility or teacher assignments, the following procedures should be followed:
  - a. Complete a Uniform Complaint Procedure Form (*available at sites and district website*) or Written Complaint.
  - b. Submit form or written complaint to the site principal (Uniform Complaint Procedure) or Superintendent's Office (Community Complaint Form)
  - c. Staff shall remedy valid complaints within 30 days of receipt of the complaint.
  - d. The principal or designee of the superintendent has 45 working days from receipt of the complaint to report to the complainant.
  - e. If the complainant is not satisfied with the resolution of the complaint, the person can appeal to the Governing Board through the Superintendent's Office.



**ABC Unified School District**

**Office of the Superintendent**

16700 Norwalk Boulevard

Cerritos, CA 90703

(562) 926-5566 ext. 21162

**Community Complaint Form**

**Contact Information**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work or Cell Phone: \_\_\_\_\_

**School Site Information**

School Name: \_\_\_\_\_ Principal's Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

*Have you discussed the complaint with the school or other site manager?* Yes \_\_\_\_\_ No \_\_\_\_\_

**NATURE OF COMPLAINT:** *Please describe in as much detail as possible (attach additional sheets as needed):*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Please forward this form to:**

**ABC Unified School District**

**Office of the Superintendent**

16700 Norwalk Boulevard

Cerritos, CA 90703

(562) 926-5566 ext. 21162

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*For Office Use Only*

**Date Received by the Superintendent's Office:** \_\_\_\_\_ **Received by:** \_\_\_\_\_

**Disposition of Complaint:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Date:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Copy Distribution:** *Superintendent's Office, Location/School Site, File Copy*



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16700 Norwalk Boulevard

Cerritos, CA 90703

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## Uniform Complaint Procedure Form

In accordance with the District’s Uniform Complaint Procedures (5 CCR 4620) ABCUSD shall follow uniform complaint procedures when addressing complaints alleging unlawful discrimination against any protected group as identified under Education Code 200 and 220 and Government Code 11135, including actual or perceived sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability, or age, or on the basis of a person’s association with a person or group with one or more of these actual or perceived characteristics in any district program or activity that receives or benefits from state financial assistance. (5 CCR 4610) Uniform complaint procedures shall also be used when addressing complaints alleging failure to comply with state and/or federal laws in adult education programs, consolidated categorical aid programs, migrant education, career technical and technical education and career technical and technical training programs, child care and development programs, child nutrition programs, and special education programs. (5 CCR 4610)

### Please file this form with the site principal

**Note:** *Complaints may be filed anonymously. However, if you wish to receive a response to your complaint, you must indicate that a response is requested and provide contact information.*

**I. Contact Information:**  I do request a response. Please send a response to:

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Home Phone:** \_\_\_\_\_ **Work or Cell Phone:** \_\_\_\_\_

*Have you discussed the complaint with the school or other site manager?*      **Yes** \_\_\_\_\_ **No** \_\_\_\_\_

### **II. Type of Compliant:**

**School Name:** \_\_\_\_\_ **Principal’s Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **City:** \_\_\_\_\_

**NATURE OF COMPLAINT:** *Please describe in as much detail as possible (attach additional sheets as needed):*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_





# ABC Unified School District

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Cerritos, CA 90703  
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## Williams Uniform Complaint Procedure Form

**Please file this form with the site principal**

**Note:** Complaints may be filed anonymously. However, if you wish to receive a response to your complaint, you must indicate that a response is requested and provide contact information.

**I. Contact Information:**  I do request a response. Please send a response to:

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Home Phone:** \_\_\_\_\_ **Work or Cell Phone:** \_\_\_\_\_

*Have you discussed the complaint with the school or other site manager?*      **Yes** \_\_\_\_\_ **No** \_\_\_\_\_

**II. Type of Complaint:** *(see below)*      **Date of Complaint:** \_\_\_\_\_

**School Name:** \_\_\_\_\_ **Principal's Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **City:** \_\_\_\_\_

*Please describe the specific nature of your complaint in detail. You may attach additional pages if necessary:*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### **WILLIAMS COMPLAINT:** *Please check all that apply*

#### **1. Textbooks and Instructional Materials**

- 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, including an English learner, does not have access to textbooks or instructional materials to use at home or after school. (**Note:** *This does not require the use of two sets of text books or instructional materials for each student.*)
- 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.

**Teacher's Name:** \_\_\_\_\_ **Grade/Course:** \_\_\_\_\_ **Classroom #:** \_\_\_\_\_

*(continued on next page)*

**2. Teacher vacancy or misassignment:**

- 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 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 lacks the credentials or training to teach English learners and is assigned to a class with more than 20% English learners in the class.
- A teacher is assigned to a class for which the teacher lacks subject matter competency.

**Teacher's Name:** \_\_\_\_\_ **Grade/Course:** \_\_\_\_\_ **Classroom #:** \_\_\_\_\_

**3. Facility Conditions:**

- A condition poses an urgent or emergency threat to the health or safety of students or staff, including: gas leaks, non-functioning heating, ventilation, fire sprinklers or air-conditioning systems, electrical power failure, major sewer line 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 emergency conditions the school district determines appropriate.
- A school restroom has not been maintained or cleaned regularly, is not fully operational, or has 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.

**Teacher's Name:** \_\_\_\_\_ **Grade/Course:** \_\_\_\_\_ **Classroom #:** \_\_\_\_\_

**4. High School Exit Examination (for grades 10-12)**

- Pupils who have not passed the high school exit exam by the end of 12th grade were not provided the opportunity to receive intensive instruction and services pursuant to Education Code 37254 (d) (4) and (5) after the completion of K-12.

**For Office Use Only**

**Date Received by Principal/Superintendent's Office:** \_\_\_\_\_ **Received by:** \_\_\_\_\_

**Disposition of Compliant:** \_\_\_\_\_

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**Date:** \_\_\_\_\_ **Signature:** \_\_\_\_\_