

Woodland Star Charter School (WSCS) – Uniform Complaint Procedure

This is a procedure through which a school community member, or other interested person, can submit a complaint to Woodland Star Charter School.

Note: It is important that you review the following information carefully. If you have any questions please ask a WSCS Charter Council member for assistance.

On what grounds can you submit a complaint?

- To report an incident about something that is troubling.
- Violation of state or federal law (5 CCR 4620), or, school policy including any rules described in the Parent Handbook.
- The event described arises at WSCS or pertains directly to WSCS.

Who may access the complaint process?

- A member of the WSCS community, or someone who has an interest in the WSCS community.
- You have 45 days from the time you learned of the issue to submit a complaint, unless the timeline is extended by mutual agreement. For complaints regarding discrimination, you have 6 months to file a complaint. (5 CCRiii 4630)
- Complaints must be signed but in some instances and/or at the request of the complainant, the identity of the complainant may not be revealed. In these instances, however, the school's ability to provide relief is limited.

What information must you include in the complaint?

- A detailed description of the issue. State the facts that support your claim, please be very specific.
- State what you hope to accomplish.

Not all complaints will fall under this procedure's scope.

- For complainant whose complaints are beyond this procedure, a referral list will be provided. Examples of complaints that fall *out* of the scope of these procedures are: major facilities issues, instructional materials, and hiring (5 CCR 4621).

What purpose is served by having a complaint procedure in place?

- Provides a channel for addressing concerns.
- Captures feedback from the community.
- Maintains quality assurance and recognition.
- Increases community awareness.
- Encourages community participation by providing a clear direction which points towards a resolution.

What are your responsibilities?

- Review the information described on this form.
- Submit a written complaint to a Charter Council member (who will act as investigator).
- If necessary provide additional information related to the allegations in the complaint.
- Seek immediate help in an emergency.
- Report incidents to the school.
- Work collaboratively with the school investigator to address the issue.

- Otherwise, failure to cooperate in the investigation may result in the dismissal for the complaint due to lack of evidence to support allegation. (5 CCR 4631)
- Keep records of the issue so that you can be specific in your discussion with the school investigator about the experience.
- If you are dissatisfied with the school’s determination, you have 15 days from receiving the determination to appeal to the California Department of Education (5 CCR 4632).

What are the school’s responsibilities?

- Designates a group of trained staff or parent volunteers to be responsible for receiving, investigating, and resolving complaints (5CCR 4621). At WSCS the designated group is Charter Council members. You may choose a person from our group of qualified persons, Charter Council members.
- Maintain a log of complaints received, providing each with a date stamp. And, when appropriate, providing each with a code number.
- Annually notifies parents, students, and other interested persons of school’s complaint procedures. The notice must be in (a) English; (b)in primary language of the student’s parents when 15% or more student’s parents speak a non-English language (even when the child speaks English). (5 CCR 4622).
- Comply with all complaint procedures.
- Protect you from retaliation (5 CCR 4621).
- Give you the opportunity to present more information relevant to each complaint. (5 CCR 4631)
- Provide the investigator with access to records or other information related to the allegations in the complaint. (5 CCR 4631)
- Resolve complaint and complete a written report within a reasonable time, no more than 20 days of receipt of complaint. This timeline may be extended by mutual agreement.

What are the responsibilities of the school investigator (this includes current Charter Council members which are listed in the school roster, on our school website).

- Within five days of receiving the complaint, gather information relevant to the issue that formed the basis of the complaint. Process complaint within 60 days. (5 CCR 4631).
- Keep the identity of complainant confidential unless disclosure is deemed necessary. (Ed. Code 234)
- Receive and listen receptively to you.
- Promptly investigate and resolve issue in order to avoid sustaining the situation.
- If complaint is from a student, notify parents of all parties, unless an exception is deemed appropriate by law.
- Review complaint and provide complainant with a written report of the investigation and decision, no more than 25 days after receiving complaint. This timeline may be extended by mutual agreement.
- Written Report shall include:
 1. The findings of fact based on the evidence gathered.
 2. The conclusion
 3. Disposition of the complaint
 4. Reason for the disposition

5. Corrective actions, if warranted.

6. Notice of the complainant's rights to appeal the decision to the School District or California Department of Education (CDE).

7. For discrimination complaints, notice that the complainant must wait until 60 days have elapsed from the filing of an appeal with the California Department of Education before pursuing civil law remedies (Education Code 262.3).

If an employee is disciplined as a result for the complaint, the decision shall simply state that the effective action was taken and that the employee was informed of the district expectations. The report shall not give any further information about the nature of the disciplinary action.

- In the case of an acknowledgement: Within 25 days, provide a written response noting the receipt of your gratitude – and forwarding the letter of appreciation to the worthy individual.

ii CED Code Sect. 234.1. The department, pursuant to subdivision (b) of Section 64001, shall monitor adherence...The department shall assess whether local educational agencies have done all of the following:

(a) Adopted a policy that prohibits discrimination, harassment, intimidation, and bullying based on the actual or perceived characteristics set forth in Section 422.55 of the Penal Code and Section 220, and disability, gender, gender identity, gender expression, nationality, race or ethnicity, religion, sexualorientation, or association with a person or group with one or more of these actual or perceived characteristics. The policy shall include a statement that the policy applies to all acts related to school activity or school attendance occurring within a school under the jurisdiction of the superintendent of the school district.

iii *CCR stands for California Code of Regulations.*

Woodland Star Charter School
Uniform Complaint Procedures Form
For Education Code Section 35186 Complaints

Education Code (EC) Section 35186 created 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, and teacher vacancy or misassignment. The complaint and response are public documents as provided by statute. Complaints may be filed anonymously. However, if you wish to receive a response to your complaint, you must provide the following contact information.

Response requested: Yes No

Name: (Optional) _____ Mailing Address: _____

Phone Number: (Optional) Day: _____ Evening: _____

Issue of 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 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.
- 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.

2. Facility Conditions

- A condition poses an urgent or emergency threat to the health or safety of students or staff, including: gas leaks, nonfunctioning 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 and has not 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.

3. Teacher Vacancy or Misassignment

- Teacher vacancy - 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.)
- Teacher misassignment - A teacher who lacks credentials or training to teach English learners is assigned to teach a class with more than 20 percent English learner pupils in the class.
- Teacher misassignment - A teacher is assigned to teach a class for which the teacher lacks subject matter competency.

Date of Problem: _____

Location of Problem (School Name, Address, and Room Number or Location): _____

Course or Grade Level and Teacher Name: _____

Please describe the issue of your complaint in detail. You may attach additional pages if necessary to fully describe the situation.

Please file this complaint at the school office to the attention of a current charter council member or member of the administration.