



Lisette Estrella-Henderson, Superintendent of Schools
5100 Business Center Drive, Fairfield, CA 94534-1658
707.399.4400 ★ www.solanocoe.net

Notice to Parents/Guardians, Students, and Teachers: Complaint Rights

Parents/Guardians, Students, and Teachers:

Pursuant to California *Education Code* Section 35186, you are hereby notified that:

1. There should be sufficient textbooks and instructional materials. That means each student, including English learners, must have a textbook or instructional materials, or both, to use in class and to take home.
2. There should be no teacher vacancies or misassignments. There should be a teacher assigned to each class and not a series of substitutes or other temporary teachers. The teacher should have the proper credential to teach the class including the certification required to teach English learners, if present.

Teacher vacancy means 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.

Misassignment means the placement of a certificated employee in a teaching or services position for which the employee does not hold a legally recognized certificate or credential or the placement of a certificated employee in a teaching or services position that the employee is not otherwise authorized by statute to hold.

3. School facilities must be clean, safe, and maintained in good repair.
4. License-exempt California State Preschool Program (CSPP) facilities and playground equipment must be clean, safe, in good repair. Children have access to outdoor shade, drinking water and are supervised at all times.
5. A complaint form may be obtained at one of the following locations:
 - **The School Office at:**
 - Irene Larsen Center, 1707 California Drive; Vacaville, CA 95687
 - Golden Hills Education Center, 2460 Clay Bank Road, Fairfield, CA 94533
 - Golden Hills Community School-Vacaville Campus, 343 Brown Street, Vacaville, CA 95688
 - T. C. McDaniel Center, 1895 Woolner Avenue; Fairfield, CA 94533
 - **Solano County Office of Education (SCOE), 5100 Business Center Drive; Fairfield, CA 94534**
 - **On SCOE's website:** <http://www.solanocoe.net – Parents/Community tab>
 - **You may also download a copy of the California Department of Education (CDE) complaint form from the following website:** <http://www.cde.ca.gov/re/cp/uc/>

A complaint need not be filed using either SCOE's complaint form or the complaint form from the CDE.

**Solano County Office of Education (SCOE)
Complaint Form: Williams Uniform Complaint Procedures**

Education Code Section 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, or teacher vacancy or misassignment. 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 following contact information.

Response requested: Yes No

Contact Information: *(if a response is requested)*

Name: _____

Address: _____

Phone Number (day): _____ (evening): _____

E-mail Address, if any: _____

Information about the problem that is the subject of this complaint:

Date problem was observed: _____

Location of problem (school name, address): _____

Room Number/name of room/location of facility: _____

Course title/grade level and teacher name: _____

Only the following issues may be the subject of this complaint process. If you have a complaint about an issue not specified below, please contact the school or SCOE for the appropriate 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)
 - A student, including an English learner, does not have standards-aligned textbooks, instructional materials, state-adopted or SCOE-adopted textbooks or other required instructional materials to use in class.
 - A student 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 student.
 - Textbooks or instructional materials are in poor or unusable condition, have missing pages, or are unreadable due to damage.
 - A student 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 4682)
 - 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.
 - A teacher who lacks credentials or training to teach English learners is assigned to teach a class with more than twenty percent (20%) English learners in the class.
 - A teacher is assigned to teach a class for which the teacher lacks subject matter competency.

Williams Uniform Complaint Procedures (Continued)

3. Facility Conditions: (Education Code §§17592.72, 35186, 35292.5, 35292.6; 5 CCR 4683)

- A condition exists that poses an emergency or urgent 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 students or staff; structural damage creating a hazardous or uninhabitable condition; and any other condition deemed appropriate by SCOE.
- 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.
- The school has not kept all restrooms open during school hours when students are not in classes and has not kept a sufficient number of restrooms open during school hours when students are in classes. This does not apply when temporarily closing the restroom is necessary for student safety or to make repairs.
- In any school serving any grades 6-12 in which forty percent (40%) or more in the school or school attendance area are from low-income families, as defined in 20 USC 6314, a complaint may be filed alleging noncompliance with the requirement to stock at all times, at least half of the restrooms in the school with feminine hygiene products and to not charge students for the use of such products.

4. Preschool Health and Safety: (Education Code §8235.5; Health and Safety Code 1596.7925)

- The preschool does not have outdoor shade that is safe and in good repair.
- Drinking water is not accessible and/or readily available throughout the day.
- The preschool does not provide safe and sanitary restroom facilities with one toilet and handwashing fixture for every fifteen (15) children.
- Restroom facilities are not available only for preschoolers and kindergartners.
- The preschool program does not provide visual supervision of children at all times.
- Indoor or outdoor space is not properly contained or fenced or does not provide sufficient space for the number of children using the space at any given time.
- Playground equipment is not safe, in good repair, or age appropriate.

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 students or staff.

Please provide a signature below. If you wish to remain anonymous, a signature is not required. However, all complaints, even those that are anonymous, should be dated.

Signature: _____ Date: _____

Please file this complaint at one of the following locations:

- ❖ The Principal’s office at:
 - ❖ Irene Larsen Center; 1707 California Drive; Vacaville, CA 95687
 - ❖ Golden Hills Education Center; 2460 Clay Bank Road, Fairfield, CA 94533
 - ❖ Golden Hills Community School-Vacaville Campus, 343 Brown Street, Vacaville, CA 95688
 - ❖ T. C. McDaniel Center; 1895 Woolner Avenue; Fairfield, CA 94533
- ❖ County Superintendent of Schools office at:
 - ❖ Solano County Office of Education; 5100 Business Center Drive; Fairfield, CA 94534