

Area:	Management Systems
Subject:	MS26 – State Program Uniform Complaint and Williams Settlement Complaint Procedures
Reference:	Title 5, Sections 4600-4687; Uniform Complaint Procedures Ongoing Program Self-Evaluation Tool & Instrument for Categorical Program Monitoring
Policy:	The local educational agency (LEA) implements a uniform system of processing complaints of unlawful discrimination and alleged violations of federal or state laws or regulations <u>and</u> complaints according to the Williams Settlement legislation regarding alleged deficiencies related to instructional materials, the condition of a facility that is not maintained in a clean or safe manner or in good repair, and teacher vacancy or misassignment.

Procedure:

1. Coordinator of Early Childhood Programs will distribute Administrative Regulation (AR) 1312.3 – Community Relations, Uniform Complaint Procedure (UCP), Williams Complaints Notice and Williams Complaint Form by July 1st each year to Stanislaus County Office of Education (SCOE) State funded child care and development directly operated and sub-contracted programs
2. Executive Director or designee of directly operated and sub-contracted programs will be responsible to disseminate the UCP, Williams Complaint Notice and Williams Complaint Form to Child Development Supervisors/Site Supervisors.
3. Child Development Supervisor/Site Supervisor will post in each classroom the AR 1312.3 – Community Relations, UCP and Williams Complaint Notice. Williams Complaint Forms will be made available in the center/site office
4. Child Development Supervisor/Site Supervisor will disseminate the AR 1312.3 – Community Relations, UCP, Williams Complaints Notice and Williams Complaint Form by September 15th each year or upon initial child enrollment to parents/guardians and employees
5. Child Development Supervisor/Site Supervisor will keep records of dissemination of the UCP and Williams Complaint Notice annual notification
6. SCOE, Human Resources will follow all policies, procedures and timelines for any complaints submitted as outlined in Title 5, Section 4620 – 4631 and 4680 – 4687
7. SCOE, Human Resources will maintain a record of each complaint and subsequent related actions, including all information required for compliance

Note:

Not all complaints fall under the scope of the UCP or Williams Settlement. Many concerns are the responsibilities of the local agencies, including, hiring and evaluation of staff, classroom assignments, student advancement and retention, selection/provision of textbooks and materials, student discipline, provision of core curricula subjects, facilities, homework policies and practices, and dress codes.

Each agency should have a grievance/complaint procedure for parent and community concerns that are not complaints of unlawful discrimination and alleged violations of federal or state laws or regulations, or complaints according to the Williams Settlement legislation regarding alleged deficiencies related to instructional materials, the condition of a facility that is not maintained in a clean or safe manner or in good repair, and teacher vacancy or misassignment. Example of grievance/complaint procedure:

- Level 1: Complaint is brought to the attention of the teacher, nurse, or family service worker at the center.
- Level 2: If complaint is not resolved by the teacher, nurse, or family service worker, it is brought to the attention of the center supervisor.
- Level 3: If complaint is not resolved by the center supervisor, it is brought to the attention of the Director.
- Level 4: If complaint is not resolved by the Director, it is brought to the attention of the Executive Director.
- Level 5: If complaint is not resolved by the Executive Director, it is brought to the attention of the County Superintendent's designee, the Division Administrator of Human Resources.

The Administrator or designee of directly operated and sub-contracted programs should maintain a record of each grievance/complaint and subsequent related actions that does not fall under the scope of the UCP or Williams Settlement.

- Supervised by:** Director II
- Performed by:** Coordinator of Early Childhood Programs; Child Development Supervisor/Site Supervisor; SCOE Human Resources designee
- Forms needed:** Uniform Complaint Procedure (UCP), Williams Complaints Notice, and Williams Complaint Form
- Frequency:** On-going