

you can file a complaint if you experience:

UNSAFE OR UNHEALTHY FACILITY CONDITIONS

- **Non-functioning or closed bathrooms** or other unsanitary restroom conditions;
- Broken **heating, ventilation, fire sprinkler, or air-conditioning systems**;
- **Pest, insect, vermin, or rodent infestations**;
- **Broken windows** that pose a security risk;
- **Exterior doors or gates** of a school that will not lock;
- **Hazardous or uninhabitable conditions** at a school such as structural damage, asbestos, lead paint, etc.;
- **Gas leaks**;
- **Electrical power failure at a school**; or
- Any other school facility condition that poses a **threat to the health or safety** of students or staff.

On the complaint, describe the problem or condition, where it is located, and how it poses a threat to health or safety.



INSUFFICIENT TEXTBOOKS/ INSTRUCTIONAL MATERIALS

- A student doesn't have a **book to use in class and at home** or must **share a book**;
- A student's book is **missing pages**;
- A student's book is in **poor or unusable physical condition**;
- A student is given **only photocopies** of a portion of the textbook because of a textbook shortage;
- A student's book or instructional materials are **out of date**;
- A student's book or instructional materials do not accurately portray the contributions of people of **all genders** and the role and contributions of **Latinx Americans, LGBTQ+ Americans, and other ethnic, cultural, and socioeconomic status** groups;
- A student's district prohibits the use of a textbook, instructional material or curriculum that contains **inclusive and diverse** perspectives;
- Or a student doesn't have the **proper lab equipment**.

On the complaint, identify the problem, the course/grade level, name of textbook or instructional material, teacher's full name, and any other important details.

TEACHER VACANCIES OR MISASSIGNMENTS

- A class is not assigned a **permanent teacher** by the end of the **first 4 weeks** of the class;
- A class is taught only by **substitute teachers**;
- A class is taught by a teacher who **lacks the proper credentials** to teach the subject matter; or
- A class with one or more English Learners is assigned to a teacher who **lacks the proper authorization to teach English Learners**.

On the complaint, identify the problem, course/grade level, and teacher's full name.



[More on how to file a complaint and how to organize a campaign.](#)



Williams Complaint Process

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GET THE COMPLAINT FORM

Ask your school. By law, a notice must be posted in each classroom describing your rights and where to find complaint forms.

OR

Download a complaint form [here](#).

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UNSATISFIED WITH RESPONSE?

You have the right to speak at a school board meeting to explain why the response was unsatisfactory and request that the board take action. OR

For facility conditions that pose an emergency or urgent threat, you may also **file an appeal** with the State Superintendent of Public Instruction **within 15 days** of receiving the response.

For textbook and teacher issues, notify your County Superintendent who is also empowered to pursue the matter.



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FILL OUT COMPLAINT FORM

Any person or organization may file a complaint, including students, teachers, parents, and community organizations. **The complaint can be filed anonymously.** BUT, if you want a response from the principal or district, include your name and contact information and check the box to show you want a response. Add additional pages if necessary and **be as specific as possible.** (e.g. describe the classroom and course where the problem is.)

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GET RESPONSE WITHIN 45 WORKING DAYS

If you put your name on the complaint, the principal/district **must respond to you** in writing within **45 working days** to inform you how your complaint was resolved.

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TURN IN THE COMPLAINT FORM

Send the complaint form to your principal, district office and to your County Superintendent. Click [here](#) to find the contact information for your County Superintendent.

You may submit the complaint in a language other than English and if requested, you may be entitled to a response in that language.

A complaint on the banning of **inclusive and diverse** books or instructional materials can be filed **directly with the State Superintendent of Public Instruction.** No investigation by the principal or district superintendent is necessary.

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THE INVESTIGATION

The **principal must investigate** and provide a solution to a valid complaint within **30 working days** (excludes weekends and holidays) from the date the complaint was received. If your principal forwards your complaint to the district, the district must take action within **40 working days.**