

# Complaint Information and Resources

If you find yourself at the point of needing to file a formal complaint, we are here to help. Our goal is always to ensure that all complaints, as the first step, have been initiated for resolution with the school site principal and/or department supervisor.

## Williams Settlement Complaint

A Williams Complaint involves

- Concerns of sufficient textbooks and instructional materials. That means each pupil, including English learners, must have a textbook or instructional materials, or both, to use in class and to take home.
- School facilities must be clean, safe, and maintained in good repair.
- 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.

## General and Uniform Complaints

### General Complaints Overview

The Anaheim Elementary School District's priority is to provide the best educational program and learning environment possible for all students entrusted to its care. To that end, the District welcomes constructive criticism of policies, programs, or operational decisions in order to improve its efforts and be responsive to our school community.

It is the intent of the Anaheim Elementary School District that matters of concern be addressed first on an informal basis and at the level closest to the situation, for

example the school site or department level. If a complaint cannot be addressed and resolved informally, then formal steps are available for resolution at the district level.

Every effort will be made to keep complaints confidential throughout the process, without compromising the rights of all other parties involved or hindering the inquiry and resolution of the concern.

In the interest of protecting the rights of anyone seeking resolution to a complaint, no harassment or retaliation of any kind against a student, parent/guardian, or community member shall occur because a complaint was filed.

## Uniform Complaint Overview

The District uses uniform complaint procedures to resolve any complaint alleging unlawful discrimination, harassment, intimidation, or bullying against any protected group as identified under Education Code section 200 and 220 and Government Code section 11135, including those with actual or perceived characteristics such as race or ethnicity, color, ancestry, national origin, nationality, ethnic group identification, age, religion, marital or parental status, physical or mental disability, sex, sexual orientation, gender, gender identity or expression, or genetic information, 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 program or activity conducted by the District or that is funded directly by, or that receives or benefits from any state financial assistance.

Uniform complaint procedures are also used to address any complaint alleging the District's 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 training programs, child care and development programs, child nutrition programs, special education programs, and the development and adoption of the school safety plan.

Uniform complaint procedures are also used to address any complaint alleging the district's non-compliance with Article 5.5 of Chapter 6 of Part 27 of Division 4 of Title 2 of the Education Code (commencing with Section 49010) regarding pupil fees.

The District prohibits any form of retaliation against any complainant in the complaint process. Participation in the complaint process shall not in any way affect the status, grades, or work assignments of the complainant.

The District encourages the early, informal resolution of complaints at the site level whenever possible.

In investigating complaints, the confidentiality of the parties involved and the integrity of the process is protected. As appropriate, the District's Uniform Complaint officer may keep the identity of a complainant confidential to the extent that the investigation of the complaint is not obstructed.

Should you have questions regarding the Uniform Complaint Procedures or find reason to file a Uniform Complaint, the District's Uniform Complaint Officer is:

Leslie Hansen  
Director, Pupil Services  
[lhansen@aesd.org](mailto:lhansen@aesd.org)  
(714) 517-7526

## **FORMS**

**Formal Complaint Form - Used for General and Uniform Complaints**

**Williams UCP Complaint Form - Eng**

**Formulario de Procedimiento de Queja Uniforme Williams**