



**OAKLAND UNIFIED  
SCHOOL DISTRICT**

*Community Schools, Thriving Students*

# Audit Committee

## Update on District Complaints



Presented by Gabriel Valenzuela, Ombudsperson/Title IX Coordinator

1000 Broadway, 1<sup>st</sup> Floor, Suite 150, Oakland, CA 94607

September 12, 2016

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# Ombudsperson Overview

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## The Office of the Ombudsperson:

1. Reports to Chief of Staff
2. *Two staff: Ombudsperson and Bilingual Intake Assistant. Both are Spanish Bilingual.*
3. Receives all formal and informal district complaints.
4. *Investigates English Learner complaints and allegations of unlawful discrimination filed by parents and students.*

# Ombudsperson Overview

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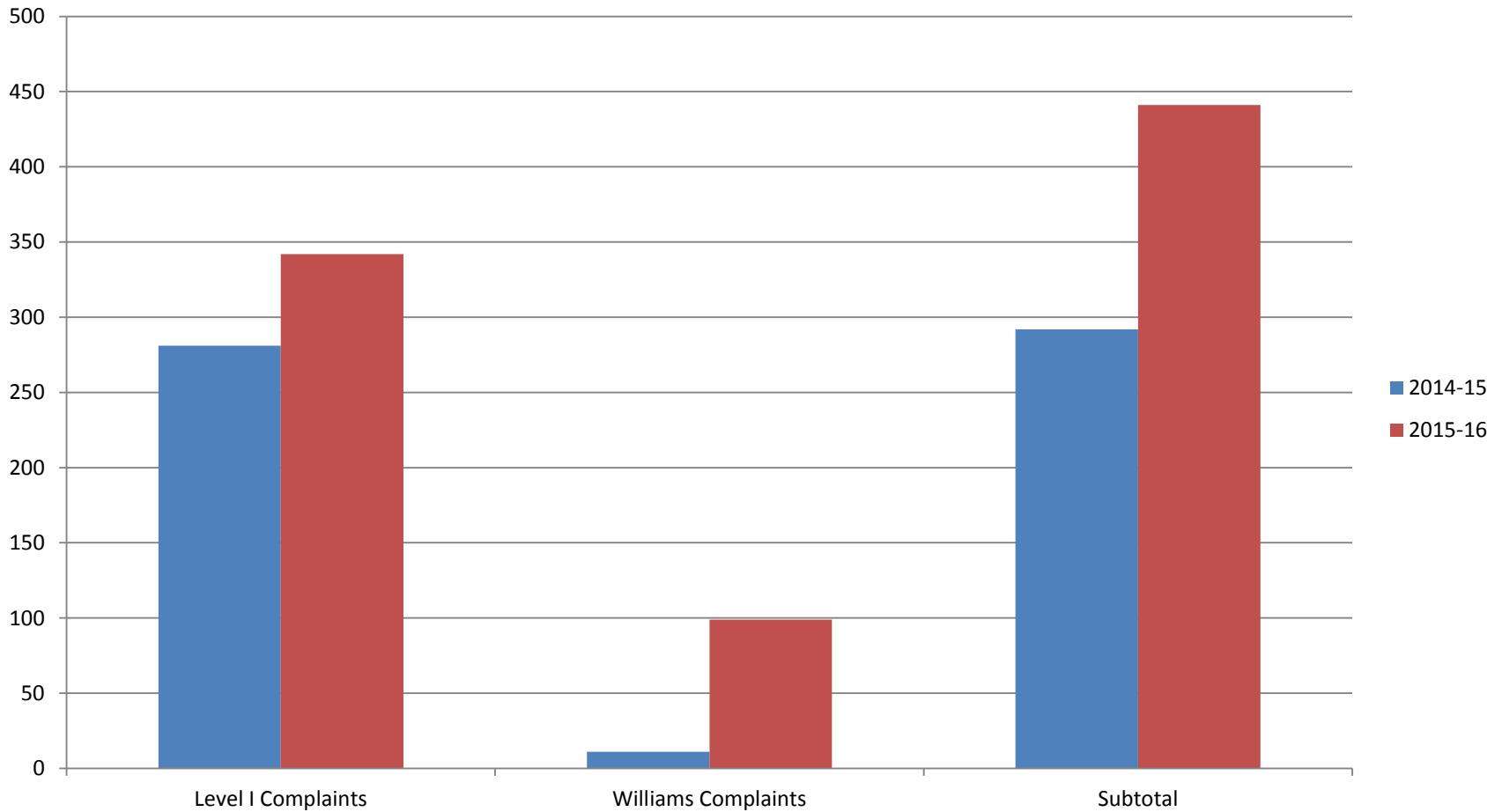
4. In 2016-17, will investigate student suspension complaints where no alternative interventions were provided such as Restorative Justice, etc.
5. *Serves as Title IX Coordinator and Civil Rights Coordinator ( Nutrition Services).*
6. Coordinates Williams Uniform Complaints.
7. *Provides technical support to administrators*
8. Complies and reviews complaint data trends
9. *Provides professional development training*



# Total Complaints

Type of Complaint	2014-15	2015-16 (Difference from 2014-15)	2016-17 ( YTD)
Level I Complaints	281	342 (+61)	24
Williams Complaints	11	99 (+88)	2
Subtotal	292	441 (+149)	26

# Williams Complaints: 2014-15 vs. 2015-16





# Summary of Complaint Procedures

1.) Uniform Complaints	2.) Williams Complaints	3.) Bullying Complaints	4.) OUSD Police and SSO Complaints
BP 1312.4	AR 1312.4	BP/AR 5131.2	CA Penal Code 148.6
Discrimination; Violations of state or federally funded programs; Student Bullying; Student Suspension & Expulsion; Student Fees,	Unsafe school facilities, Teacher Vacancies or mis-assignments; Lack of textbooks or instructional materials, unclean restrooms; lack of CAHSEE Prep ( <i>Valenzuela case</i> )	Verbal or physical act(s) (including cyber-bullying) , that is severe and pervasive, and causes reasonable harm to person, has a detrimental effect, interference with academic performance or school activities	Improper police conduct (e.g. rough handling, use of offensive, foul or racist language).
No anonymous complaints, except student fees.	Can be filed anonymously	No anonymous complaints	No anonymous complaints
Respond within 45 Calendar Days	Respond within 45 working days	Respond within 14 school days	Respond within 45 calendar days
Must post in office with translations	Post in office with translations	Post in office with translations	Post in office with translations
May file Level 2 Appeal within 5 days	May file appeal to State Supt. of Public Instruction (i.e. Facilities concerns)	May file appeal via Level I Complaint to Ombudsperson	May file appeal to Board of Education
Questions? Ombudsperson (510) 879-4281	Questions? Ombudsperson (510) 879-4281	Questions: (510) 879-3636 Behavioral Health, Students Services Dept.	Questions? OUSD Police Services <a href="tel:510-874-7777">510-874-7777</a>

# Williams Complaints Data Trends

Type	2014-15	2015-16	2016-17 YTD
Textbooks & Instructional Materials	2	6	0
Teacher Vacancy or Misassignment	2	5	1
Facilities Conditions	7	88	1
CAHSEE Intensive Instruction & Services (State suspended exam)	0	N/A	N/A
<b>Subtotal</b>	<b>11</b>	<b>99</b>	<b>2</b>

# Williams Complaints

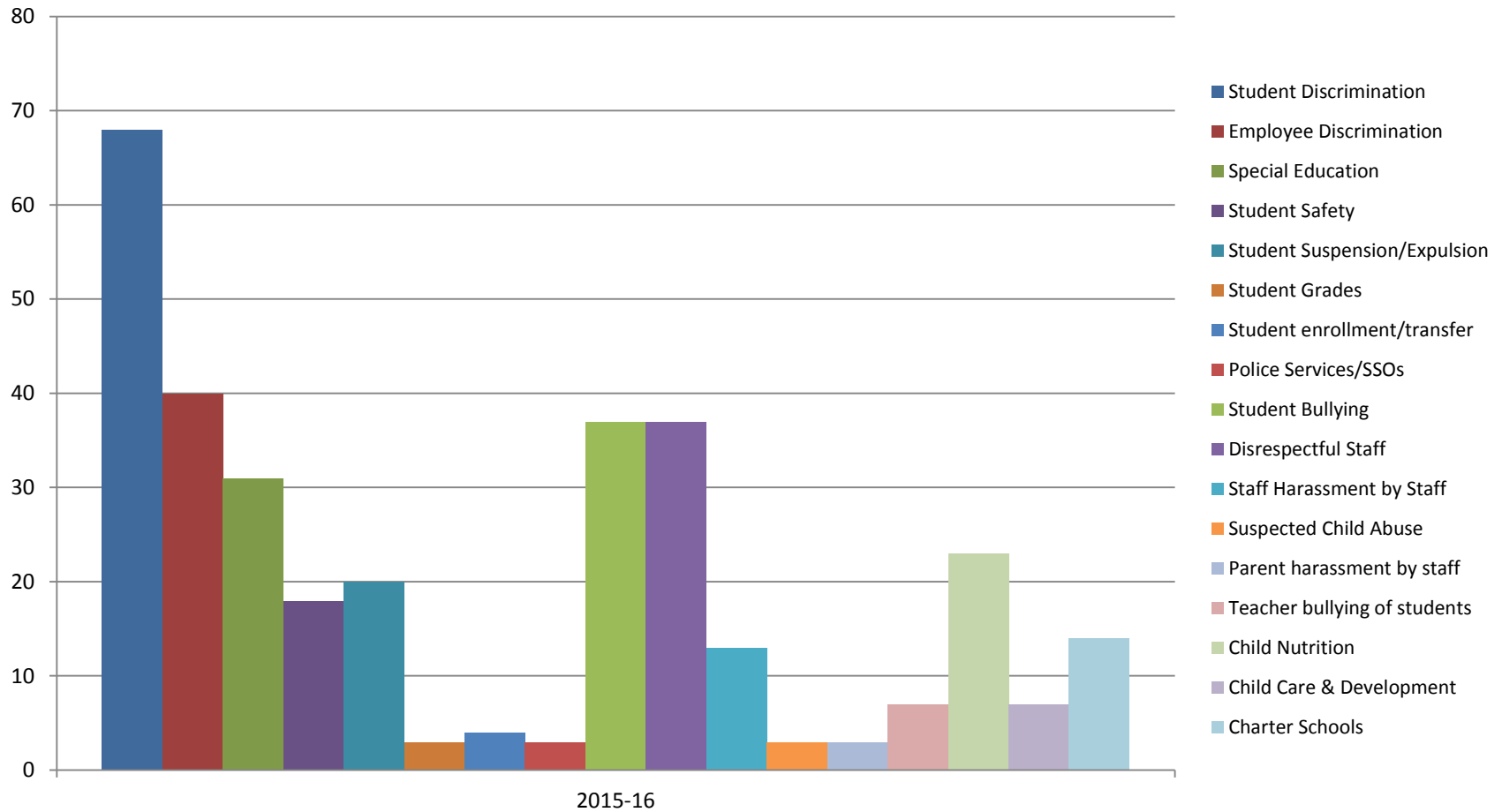
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**The largest type of Williams Complaints was concerning school facilities.**

1. In 2015-16, about twenty of the Williams complaints were regarding excessive heat in classrooms at various sites.
2. Fifty of the complaints were regarding lack of classroom space at an elementary school. Issue was resolved by adding a permanent wall in a large multi-use classroom.
3. Working with Buildings & Grounds Department to identify sites with excessive heat issues. Many schools are old and do not have air conditioning.



# 2015-16 Level 1 Complaint Data Trends



# Strategies for Reducing Complaints

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**Top four areas of Level I Complaints are: Student Discrimination, Employee Discrimination, Student Bullying and Disrespectful Staff**

Strategies for Reducing Complaints include:

1. We are developing an on-line professional development platform – PDGO, which will provide high quality and accessible training for district staff, which will be trackable.
2. OUSD Behavioral Health staff, has been infusing Positive Behavioral Intervention & Supports (PBIS) and Restorative Justice Training for sites to help reduce student bullying and suspensions.
3. In 2015-16, Ombudsperson provided customer service training for staff in the Executive Cabinet, Nutrition Services, Special Education, and the Enrollment Office. In 2016-17, plan is to expand training to staff in the Facilities, Custodial Services and Community School & Student Services Departments.
4. Community Schools & Student Services Dept. sought out a Department of Justice Grant with Alliance for Girls to study experiences of girls of color in OUSD. We are also partnering to review and update sexual harassment policies.

# FRAUD AND MISUSE OF FUNDS

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**Persons may use the Uniform Complaint Procedures to file complaints regarding allegations of fraud or misuse of funds.**

1. The District recently received a AAA Bond rating due to the completion of several audits by our Financial Services staff.
2. During State Administration, the district's Internal Auditor recommended the creation of a Fraud Hotline where person could anonymously call with a concern.
3. We have not received any formal complaints regarding allegations of fraud or misuse of funds in OUSD.
4. Last year, we received one complaint regarding a charter school, which was forwarded to the OUSD Charter Office.
5. A few years ago, we received an anonymous complaint regarding the improper use of a district issued credit card; which was forwarded to the Office of the General Counsel for follow-up.

# EVERY STUDENT THRIVES!



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Contact us for additional information [optional contact area]  
Phone: 510.555.5555 | Email: [info@ousd.org](mailto:info@ousd.org)