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**OAKLAND UNIFIED SCHOOL DISTRICT**

**TO:** Board of Education

**FROM:** Devin Dillon, Ph.D, Interim Superintendent  
Gabriel Valenzuela, Ombudsperson

**SUBJECT:** July 2016, October 2016, January 2017 and April 2017 Quarterly Reports on Williams Uniform Complaints

**DATE:** June 16, 2017

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**ACTION REQUESTED:** Approval of the July 2016, October 2016, January 2017 and April 2017 Quarterly Reports on Williams Uniform Complaints

**BACKGROUND:** As per Education Code Section 35186, the Superintendent or designee shall report summarized data on the nature and resolution of all Williams Uniform Complaints on a quarterly basis to the Governing Board and the County Superintendent of Schools. The report shall include the number of complaints by general subject area with the number of resolved and unresolved complaints.

**DISCUSSION:** In 2015-16, the district received a total of ninety-eight (98) Williams Uniform Complaints.

In 2016-17, at end of April 2017, the district had received a total of twenty-three (23) complaints comprising of three (3) complaints regarding Textbooks & Instructional Materials, five (5) complaints regarding Teacher Vacancies and fifteen (15) complaints regarding Facilities conditions. All current Williams Uniform Complaints have been resolved.

As of June 2017, we have received an additional nine (9) complaints which are pending. We will provide a final end-of-year update in the July 2017 report. Thus, year- to-date for 2016-17, we have received (32) Williams complaints, which is a difference of sixty-six (66) complaints when compared to 2015-16.

Type of Complaint(s)	July 2016 Report Total Complaints	2015-16 Total Williams Complaints	October 2016 Report Total Complaints	January 2017 Report Total Complaints	April 2017 Report Total Complaint	2016-17 Total Complaints
Textbooks & Instructional Materials	0	<b>6</b>	0	3	0	<b>3</b>
Teacher Vacancy or Misassignment	0	<b>5</b>	2	3	0	<b>5</b>
Facilities Conditions	55	<b>87</b>	2	11	2	<b>15</b>
Subtotal	55	<b>98</b>	4	17	2	<b>23</b>

FISCAL IMPACT: Funding Resource: Schools and the District's Facilities Division will use existing resources to remedy the concerns raised in the complaints

RECOMMENDATION: Approval by the Board of Education of the July 2016, October 2016, January 2017 and April 2017 Quarterly Reports on Williams Uniform Complaints

ATTACHMENTS: July 2016, October 2016, January 2017 and April 2017 Quarterly Reports on Williams Uniform Complaints

School	Number of Complaints JULY 2016 Report	Nature of Complaint(s)	Substantiated	Status
OAKLAND TECH HIGH (May 2016)	1	Facilities: Football field restroom does not have rails for students who are disabled. and the bathroom is dirty.	Yes	Resolved. On 7/8/17, Restroom located near the football field was modernized and made accessible for students who are disabled. Hand rails were installed in toilet stalls and new pavement was added outside of the restroom. Soap dispenser was lowered to place it closer to the sink.
MANZANITA SEED (May 2016)	50	Facilities: School overcrowded with students learning in hallways. Two classrooms have been divided with temporary partition. The noise is a distraction to learning. Lack of space creates minimal walkways/pathways in classroom – safety issue. Please provide 3 portables by August 1 <sup>st</sup> . Crack on playground with water.	Yes	Resolved. One classroom was released from Prep and PE use to General Education use. Two classrooms were made available in the adjacent Manzanita ECE for TK and K classes. This eliminated the needs for 3 classrooms to be added for site for the coming school year. Folding partition separating Rooms 12 and 13 was removed and a permanent wall was installed. Playground was inspected and no water leak was detected by consultant hired to inspect site.
REDWOOD HEIGHTS (May 2016)	1	Facilities: - All fire extinguishers are overdue for their annual service as required by the fire code.	Yes	Resolved. Fire extinguishers were serviced to become compliant.
REDWOOD HEIGHTS (May 2016)	1	Facilities: - Utility room – ladders, networking cable and other items at stored in this room and are blocking the required clearance of 36" in front of electrical panels and too close to the HVAC equipment.	Yes	Resolved. Items were relocated the stored items to another appropriate location.
REDWOOD HEIGHTS (May 2016)	1	Facilities: Fire sprinkler system is overdue for its 5 year services as required by the fire code.	Yes	Resolved. Sprinkler system was serviced to become compliant.
PLACE @ PRESCOTT (May 2016)	1	Facilities – Underground water leak right next to the sidewalk Water rises and creates a deep mud puddle at the edge of garden area. Student play in it at lunch recess.	Yes	Resolved. Buildings and Ground sent a plumber to make necessary repairs and problem of water puddle was resolved.
<b>Subtotal</b>	<b>55</b>			

School	Number of Complaints OCTOBER 2016 Report	Nature of Complaint(s)	Substantiated	Status
ROOTS Middle (July 2016)	1	Facilities Condition – Mice in classrooms.	Yes	Resolved. Risk Management conducted a site visit and an exterminator was contacted. Also, meeting was held between custodial services and school staff to discuss how to prevent leaving food items (i.e. pizza) in classrooms afterschool.
ROOTS Middle (Sept. 2016)	1	Facilities Condition – Room 208 is extremely hot with intense sun exposure creating an unsafe and difficult learning environment. Please install air conditioning.	Yes	Resolved. Site visit was conducted on 9/29/16 Outside temperature was 84 degrees and classroom was 94 degrees. Blinds and windows were checked and found in working condition. Classroom does not have mechanical cooling or ventilation. B&G is pursuing the effectiveness and feasibility of more energy efficient window & glass options to reduce classroom temperatures and feasibility of installing an exhaust air system to remove heat out of the room.
Esperanza and Korematsu Schools (Sept. 2016)	1	Teacher Vacancy – RSP Teacher. Since 8/22/17, a substitute and Intern have been handling the existing caseload.	Yes	Resolved. On 10/11/16 a full-time RSP teacher was hired, Marina Herrera-Dominguez. PEC Program Specialist, supported Focus Team member and site with IEP Meetings.
Castlemont High (Sept. 2016)	1	Teacher Vacancy – Special Education	Yes	Resolved. As per Mr. Wahner, Co-Principal, a new teacher was hired on 9/7/17 and complaint was withdrawn by complainant.
Subtotal	4			

School	Number of Complaints JANUARY 2017 Report	Nature of Complaint(s)	Substantiated	Status
New Highland (Oct. 2016)	6	Facilities Condition – Unclean restrooms and classrooms	Yes	Resolved. New Highland and RISE shared a Night custodian who went on vacation. Substitute custodian(s) were not assigned or did not report to work. New Night Custodian was hired at New Highland. Classroom and restrooms have since been cleaned and maintained.
RISE Elem. (Oct. 2016)	1	Facilities Condition – Unclean restrooms and classrooms	Yes	Resolved. New Highland and RISE shared a Night custodian who went on vacation. Substitute custodian(s) were not assigned or did not report to work. New Nigh Custodian was hired at New Highland. Classroom and restrooms have since been cleaned and maintained.
Hoover Elem. (Jan 2017)	3	Facilities Condition – AC system doesn't work and the school is infested with rats and ants, windows are broken and interior and exterior gates will not lock.	Yes	Resolved. Buildings and Grounds staff visited site to check on the HVAC and made the necessary repairs. Custodial Services followed-up on concern of infestation of rats and ants, and contacted an exterminator to visit the site and implemented a rodent abatement plan. Concerns about broken windows and gates that would not lock were unsubstantiated.
Hoover Elem. (Jan. 2017)	3	Textbooks – 2 <sup>nd</sup> grade students do not have required textbooks or instructional materials to use in class.	No	Resolved. School provided an adequate number of textbooks to all classroom teachers for instructional use by students. In the Fall 2016, Hoover successfully passed the Williams Instructional Materials Audit conducted by the Alameda County Office of Education.
Hoover Elem. (Jan. 2017)	3	Teacher Vacancy – 2 <sup>nd</sup> grade	Yes	Resolved. Ms. Coleman-Pratt, 2 <sup>nd</sup> grade teacher was absent at the beginning of the school year and students were assigned to substitute teachers. On 11/14/16, Hoover hired a permanent teacher, Michael Zittell to teacher the 2 <sup>nd</sup> grade class.
Oakland Tech	1	Facilities – Boys restroom on football field has not been cleaned. Puddles of urine and feces on the floor. Other restrooms are locked.	Yes.	Resolved. Low staffing due to absences at the time of complaint. Restroom was cleaned. Custodial Services will assure that substitutes are provided when there is a staffing shortage. Custodians were informed the restrooms should remain unlocked unless there is a safety issue.
<b>Subtotal</b>	<b>17</b>			

School	Number of Complaints APRIL 2017 Report	Nature of Complaint(s)	Substantiated	Status
Oakland International HS (Jan. 2017)	1	Facilities condition – Roof is leaking in Room 10 when it rains. Light fixtures till with water, drip into puddles on the floor creating a hazardous condition.	Yes	Resolved. On 1/19/17, District roofer was dispatched and work order was completed and closed. Facilities Project Manager was alerted to problem as a recent upgrade to the HVAC system was completed in the summer placing new units on the roof in the vicinity of Room 10. Roof subcontractor was made aware of the situation and assisted Buildings & Grounds in making final repairs.
Global Family (March 2017)	1	Facilities condition – Restrooms have not been cleaned or maintained regularly. Women's restrooms located inside the building are dirty Blood on the bottom of the toilet and floor, and feces on the toilet seat.	Yes	Resolved. Restrooms were in need of cleaning. Custodian was informed of need and importance cleaning of the restroom on a daily basis. Custodial Supervisor will conduct random checks to assure restrooms are being cleaned regularly. Restrooms were cleaned.
Subtotal	2			

**Alameda County Office of Education**  
**Quarterly Report on Williams Uniform Complaints**  
 [Education Code § 35186]

District: OAKLAND UNIFIED SCHOOL DISTRICT

Person completing this form: Gabriel Valenzuela Title: Ombudsperson / Title IX Coordinator

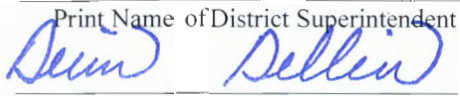
Quarterly Report Submission Date:  **July 2016**  
 (check one)  October 2016  
 January 2017  
 April 2017

Date for information to be reported publicly at governing board meeting: June 16, 2017

Please check the box that applies:

- No complaints were filed with any school in the district during the quarter.  
 **Complaints were filed with schools in the district during the quarter indicated above. The following chart summarizes the nature and resolution of these complaints.**

General Subject Area	Total Number of Complaints	Number of Complaints Resolved	Number of Unresolved Complaints that were filed within 45 day response timeline	Number of Unresolved Complaints where the 45 day response timeline has <u>not</u> elapsed.
Textbooks and Instructional Materials	0	0	0	0
Teacher Vacancy or Misassignment	0	0	0	0
Facilities Conditions	55	55	0	0
<b>TOTALS</b>	<b>55</b>	<b>55</b>	<b>0</b>	<b>0</b>

Devin Dillon, Ph.D.  
 Print Name of District Superintendent  
  
 Signature of District Superintendent

June 16, 2017  
 Date

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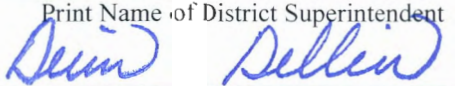
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Textbooks and Instructional Materials	0	0	0	0
Teacher Vacancy or Misassignment	2	2	0	0
Facilities Conditions	2	2	0	0
<b>TOTALS</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>0</b>

Devir Dillon, Ph.D  
 Print Name of District Superintendent  
  
 Signature of District Superintendent

June 16, 2017  
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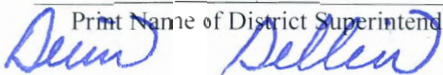
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Textbooks and Instructional Materials	3	3	0	0
Teacher Vacancy or Misassignment	3	3	0	0
Facilities Conditions	11	11	0	0
<b>TOTALS</b>	<b>17</b>	<b>17</b>	<b>0</b>	<b>0</b>

Devin Dillon, Ph.D  
 Print Name of District Superintendent  


Signature of District Superintendent

June 16, 2017  
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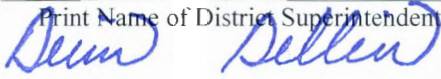
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Teacher Vacancy or Misassignment	0	0	0	0
Facilities Conditions	2	2	0	0
<b>TOTALS</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>

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