



**OAKLAND UNIFIED
SCHOOL DISTRICT**

Community Schools, Thriving Students

Update on Williams Complaints

July 2016, October 2016, January 2017 and April 2017



Presented by Gabriel Valenzuela, Ombudsperson

Presented to Board of Education

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Types of Williams Complaints

Williams Uniform Complaints may be filed regarding three (3) types of concerns:

- 1.) Lack of Textbooks & Instructional Materials
- 2.) Teacher Vacancy or Misassignment
- 3.) Unsafe School Facility Conditions which includes unclean or locked restrooms (with no toilet paper, soap, paper towels, etc.)

Total Williams Complaints

	2014-15	2015-16	2016-17 YTD
Williams Complaints	11	98	23 + 10 (June) = 33

Total Williams Complaints by Quarter

	July 2016	2015-16 Total	October 2016	January 2017	April 2017	2016-17 Total
Textbooks	0	6	0	3	0	3
Teacher Vacancy & Misassignment	0	5	2	3	0	5
Facilities conditions	55	87	2	11	2	15
Subtotal	55	98	4	17	2	23



75 less complaints than 2015-16

**As of June, we
have a seen
decrease in total
Williams
Complaints from
98 complaints in
2015-16 to 33
complaints
2016-17**

We have received complaints regarding the following areas:

- Unclean and unmaintained student and staff restrooms, some which are locked.
- Special Education teacher vacancies.
- Mice and ants in classrooms.
- Extremely hot classrooms and non-functioning Heating Ventilation Air Conditioning Systems. (HVAC).
- Leaky classroom roof & water leaks
- Unclean classrooms
- Fire extinguishers and sprinklers overdue for annual service



July 2016 Report

**We had a total of
55 Williams
Complaints -
Resolved**

**Zero (0) – Textbook
complaints**

**Zero (0) – Teacher
Vacancy
complaints**

**55 – Facilities
complaints**

- (1) Oakland Tech High – Football Field/Track restroom not clean and stalls did not have rails for students who are disabled - ADA accessibility.
- (50) Manzanita SEED – overcrowded classrooms – Art/Music class shared a room, which made it too noisy
- (3) Redwood Heights - fire extinguishers and sprinkler system overdue for annual service and utility room cluttered.
- (1) PLACE@ Prescott – Underground water leak near K yard created puddle of mud.

October 2016 Report

**We had a total of
4 Williams
Complaints -
Resolved
Zero (0) – Textbook
complaints
Two (2) – Teacher
Vacancy
complaints
Two (2) – Facilities
complaints**

- (1) ROOTS Middle – Mice in classrooms
- (1) ROOTS Middle – Extremely hot classrooms
- (1) Esperanza/Korematsu – Special Education (Resource Specialist) Teacher Vacancy.
- (1) Castlemont High – Special Education Teacher Vacancy.

January 2017 Report

We had a total of 17 Williams Complaints – Resolved

**Three (3) – Textbook
complaints**

**Three (3) – Teacher
Vacancy complaints**

**Eleven (11) – Facilities
complaints**

- (6) New Highland – unclean restrooms & classrooms
- (1) RISE – unclean restrooms & classrooms
- (3) Hoover – AC system not working, mice and ants.
- (3) Hoover – lack of 2nd grade textbooks unsubstantiated
- (3) Hoover – 2nd grade teacher vacancy
- (1) Oakland Tech – Boys restroom on football field has not been cleaned, puddles of urine and other restrooms are locked.

April 2017 Report

**We had a total of
2 Williams
Complaints -
Resolved
Zero (0) – Textbook
complaints
Zero (0) – Teacher
Vacancy
complaints
Two (2) – Facilities
complaints**

- (1) Oakland International High – Roof leaking in classroom, light fixtures fill with water and creating water puddles.
- (1) Global Family – Unclean & unmaintained staff restrooms

Thank you!

I would like to thank the Facilities, Custodial Services and Buildings and Grounds Departments for always responding quickly whenever we have a Williams Uniform Complaint.

EVERY STUDENT THRIVES!



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