



## WILLIAMS COMPLAINT (TITLE V)

Making Waves Academy adopted the Uniform Complaint Procedures (UCP) process in accordance with Chapter 5.1 (commencing with Section 4680) of the California Code of Regulations, Title 5, to resolve Williams complaints. This document presents information about how we process complaints concerning Williams Settlement issues. A UCP complaint is a written and signed statement by a complainant alleging a violation of state laws or regulations.

A complainant is any individual, including a person's duly authorized representative or an interested third party, public agency, or organization who files a written complaint alleging violation of state laws or regulations, regarding alleged deficiencies related to instructional materials, the condition of a facility that is not maintained in a clean or safe manner or in good repair, and teacher vacancy or misassignment. If a complainant is unable to put the complaint in writing, due to a disability or illiteracy, we shall assist the complainant in the filing of the complaint.

### *FILING A WILLIAMS COMPLAINT WITH MAKING WAVES ACADEMY*

A Williams complaint may be filed anonymously. The following is responsible for receiving and investigating complaints and ensuring our compliance:

**Elizabeth Martinez, Chief of Staff and Acting Director of Human Resources**  
**compliance@mwacademy.org**  
**4123 Lakeside Drive**  
**Richmond, CA 94806**  
**(510) 262-1511**

- [Williams Complaint Policies and Procedures](#)
- [Williams Complaint Policies and Procedures - Spanish](#)
- [Williams Complaint Form](#)

#### **MAKING WAVES ACADEMY**

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