

TRANSPORTATION SAFETY COMPLAINTS

All complaints concerning school transportation safety shall be made or immediately referred to the Superintendent of Schools. If the complaint applies to a driver/contractor/route serving more than one school district, the Superintendent shall notify the Superintendent of the other school district(s). The Superintendent shall maintain a written record of all such complaints and shall conduct appropriate and timely investigations of the allegations. Further, the Superintendent shall provide the Commissioner of Motor Vehicles with a record of complaints within thirty days of the end of the school year.

Legal Reference: Connecticut General Statutes  
10-221c Development of policy for reporting complaints re school  
Transportation safety, reporting accidents at school bus stops.

Administrative Regulations to Policy 3549.9  
Transportation Safety Complaints

1. All complaints pertaining to transportation safety (non-student disciplinary issues) shall be referred to the Superintendent of Schools. All complainants shall be encouraged but not required to file a written statement.
2. If the complaint applies to a driver/contractor/route serving more than one school district, the Superintendent shall notify the Superintendents of the other school districts, as appropriate.
3. The Superintendent of Schools or a designee shall initiate an investigation of the complaint within twenty-four hours of receiving notification.
4. Within three (3) days and upon completion of the investigation, the Superintendent will inform the complainant of the action taken. Where possible, the investigation will be concluded within five (5) business days.
5. If the complainant is not satisfied with the progress made or the decision of the Superintendent, an appeal may be made to the Board of Education.
6. The Superintendent of Schools will compile records (sample forms attached) related to the complaints about school transportation safety. A record of such complaints will be reported annually to the Commissioner of Motor Vehicles within thirty days after the end of the school year as required by Connecticut General Statutes 10-221c.
7. In the event the driver is removed because of a motor vehicle infraction and the Superintendent has determined that the nature of the infraction involves public safety, the Superintendent shall notify the Department of Motor Vehicles of the infraction leading to such removal.
8. The Superintendent shall report a bus safety complaint and its status to the Board of Education and the transportation committee in a timely manner.

**SCHOOL TRANSPORTATION SAFETY COMPLAINT FORM**

All complaints related to School Transportation Safety (Non-student disciplinary issues) shall be filed with the Superintendent of Schools.

Date Complaint Received:\_\_\_\_\_ Complaint Received By:\_\_\_\_\_

DESCRIPTION OF COMPLAINT: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date of Incident:\_\_\_\_\_ Time: \_\_\_\_\_ AM \_\_\_\_\_ PM

Contractor:\_\_\_\_\_ Bus No.\_\_\_\_\_

Driver:\_\_\_\_\_ Route:\_\_\_\_\_

Location:\_\_\_\_\_

Witness to Incident:\_\_\_\_\_

Complainant's Name:\_\_\_\_\_

Address:\_\_\_\_\_

Phone:\_\_\_\_\_

Referred to Superintendent of Schools:

Date:\_\_\_\_\_

Time:\_\_\_\_\_

SCHOOL TRANSPORTATION SAFETY COMPLAINT FORM

Date of Initial Complaint: \_\_\_\_\_

To Whom Made: \_\_\_\_\_

Complainant's Description of Incident: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date of Incident: \_\_\_\_\_ Time \_\_\_\_\_ A.M. \_\_\_\_\_ P.M.

Contractor: \_\_\_\_\_ Bus No. \_\_\_\_\_

Driver: \_\_\_\_\_ Route: \_\_\_\_\_

Location: \_\_\_\_\_

Witness to Incident: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Complainant's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_



RETURN THIS FORM TO THE SUPERINTENDENT OF SCHOOLS OFFICE  
AS SOON AS POSSIBLE.