

Business/Non-Instructional Operations

Records and Reports

Transportation Complaints

All complaints concerning school transportation safety will be made to the Transportation Coordinator. The Coordinator will maintain a written record of all such complaints and will conduct appropriate investigations of the allegations. If required, the Superintendent shall provide the Commissioner of Motor Vehicles with a copy of the written record of complaints.

The Superintendent of Schools shall:

1. Develop procedures for reporting all complaints relative to school transportation safety, including complaints about bus drivers;
2. Maintain a written record of all such complaints;
3. Within thirty days of the close of school each year, submit a report containing all complaints received within the previous twelve-month period to the Commission of Motor Vehicles;
4. Within ten days of its occurrence, the Superintendent shall make a written report to the Commission of Motor Vehicles on the form prescribed by the Commissioner of the circumstances involving a motor vehicle and any student pedestrian at, or in the immediate vicinity of, a school bus stop; and
5. On a regular basis and upon occurrence as appropriate, review with the Board of Education any complaints received and any accidents reported between motor vehicles and district students.

Legal Reference: Connecticut General Statutes

10-221c Development of policy for reporting complaints re: school transportation safety.

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1. All such complaints will be directed to the District Transportation Coordinator.
2. The Transportation Coordinator will give/send a “Transportation Safety Complaint Form” to the complainant to be completed and returned to the Transportation Coordinator.
3. The owner-driver will be notified of the pending complaint.
4. Upon receipt of the formal complaint form, the Transportation Coordinator will hold a conference with the owner-driver in question to determine the validity of the complaint.
5. The results of this conference will be recorded in the space provided on the Transportation Safety Complaint form.
6. The owner-driver may respond to the complaint, conference, or administrative response in the space provided on the Transportation Safety Complaint Form.
7. Completed copies of the Transportation Safety Complaint Form will be distributed to the complainant, the owner/operator (with a copy placed in his/her personnel file) and the Superintendent.
8. A copy of the complete Transportation Safety Complaint Form will be placed in a separate file in the office of the Transportation Coordinator.
9. At the end of the each school year, the District Transportation Coordinator will send the entire contents of the complaint form to the Superintendent.
10. If required, the Superintendent will provide the Commissioner of Motor Vehicles a written record of all complaints received.

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