

TRANSPORTATION COMPLAINT PROCEDURE

- All complaints shall be submitted to the transportation supervisor.
- Complaints may be submitted in person, via phone call, mail or email.
- The transportation supervisor shall begin an investigation of all bus safety complaints within twenty-four (24) hours of receipt.
- Within forty-eight (48) hours of receipt of the initial complaint, the transportation supervisor shall submit a preliminary report to the director of schools. This report shall include:
 1. Time and date the complaint was received.
 2. The name of the bus driver.
 3. A copy or summary of the complaint.
 4. Any prior complaints or disciplinary actions taken against the driver.
- Within sixty (60) school days of receiving the initial complaint, the transportation supervisor shall submit a final written report to the director of schools that details the investigation's findings, as well as the action(s) taken in response to the complaint.

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