

BUS SAFETY COMPLAINTS

The following procedure will govern how students, teachers, staff, and community members shall submit bus safety complaints:

All complaints shall be submitted to the transportation supervisor. Each bus shall be equipped with the phone number for reporting safety complaints. This number shall appear on the rear bumper.

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. The time and date the complaint was received;
2. The name of the bus driver;
3. A copy or summary of the complaint; and
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 taken in response to the complaint.