

Business and Non-Instructional Operations

Transportation

Reporting of School Transportation Complaints

The New Haven Board of Education authorizes the Superintendent of Schools to implement and maintain a reporting procedure for all complaints relative to school transportation safety.

Legal References: *Conn. Gen. Stat. §§ 10-221; 10-221c*
 Charter of the City of New Haven, Art. XXIX, § 150

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The Board establishes the following procedures to monitor transportation complaints:

1. The Principal and/or designee will:
 - A. Complete Part I of the Transportation Complaint form
 - B. Sign the form
 - C. Retain Page 1 of the Transportation Complaint form
 - D. Send the rest of the Transportation Complaint form to the Transportation Department within one school day.

2. The Transportation Department:
 - A. Reviews and logs complaints
 - B. Keeps Page 2 of the Transportation Complaint form
 - C. Sends the complaint to the appropriate vendor in the order received

3. The Vendor will:
 - A. Investigate the complaint
 - B. Complete Part II of the Transportation Complaint form
 - C. Take appropriate action to rectify problem
 - D. Sign the Transportation Complaint form and retain Page 3
 - E. Send Page 4 back to the Transportation Department within two school days

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Reporting of School Transportation Complaints (continued)

4. The Transportation Department will:
 - A. Review the vendor's response to the complaint
 - B. Decide whether the complaint has been resolved, or
 - C. Decide whether to fine the vendor
 - D. Fill in decision and sign Part III of form.

The Superintendent or designee will hold bi-monthly meetings to review complaints and levy fines, if warranted.

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