

TRANSPORTATION COMPLAINT RECORD PROCEDURE (TRN-P016)

Clarksville-Montgomery County School System

1.0 SCOPE:

- 1.1 This procedure outlines the process transportation personnel will follow when handling complaints.

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 Transportation Manager

3.0 APPROVAL AUTHORITY:

- 3.1 Chief Operations Officer (COO)

Signature

Date

4.0 DEFINITIONS:

- 4.1 None.

5.0 PROCEDURE:

- 5.1 Complaint regarding bus driver/bus aide is received by transportation customer service line: **358-4089**.
- 5.2 Employee immediately logs on to the Fleet Runner Transportation Complaint Record database.
- 5.3 A computer-generated number is given and preliminary information is taken.
- 5.4 Complaint is prioritized by category.
- 5.5 Complaints concerning inappropriate behavior (physical assault, sexual misconduct, threatening language) toward a student by the driver or aide are considered high priority and are immediately reported to the Department of Children Services (877-237-0004). The videotape is removed, if available, from the school bus and given to the Transportation Manager to secure.
 - 5.5.1 Transportation Manager, Chief Operations Officer, Human Resources Director and Director of Schools/Designee are notified.
 - 5.5.2 Bus Driver is suspended from contact with students and assigned other duties pending completion of the investigation.
 - 5.5.3 Transportation Manager waits further instruction from Department of Children Services, Human Resources Director and Director of Schools/Designee.
- 5.6 Routing concerns, i.e. wanting stops moved, times the driver arrives, missed stops, weather routes not run, etc., are forwarded to the Master Driver.
- 5.7 Complaints regarding late child or child not home, or driver/aide behavior (i.e. mean/rude, unsafe, etc.) are forwarded to appropriate Master Driver for investigation. The videotape is removed from the school bus, if available, and given to the appropriate dispatcher to secure.
- 5.8 Master Driver forwards to lead driver for investigation.

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- 5.9 The complaint is deemed substantiated, unsubstantiated or unfounded.
- 5.10 If complaint is substantiated, recommendation for appropriate action is made to the Transportation Manager following the disciplinary policy and procedure.
- 5.11 Complainant and employee will be notified of findings.
- 5.12 Corrective action is documented onto the complaint form and all complaints, including unsubstantiated and unfounded, are noted in the employee's file.
 - 5.12.1 Lead driver signs and returns complaint to Master Driver.
 - 5.12.2 Master Driver reviews and signs complaint and forwards complaint to customer service operator to be closed in database.
- 5.13 Customer service operator closes complaint in database.
 - 5.13.1 Copy is filed in driver's local personnel file.
- 5.14 Customer service operator keeps a log on all concerns/complaints regarding driver performance for tracking purposes.
 - 5.14.1 The Transportation Manager and/or Assistant Transportation Manager reviews all complaints received during a month, questions and comments are noted on the review form (ref. TRN-F017).
- 5.15 The performance assessment procedure used by the district to evaluate the overall performance of employees requires the evaluator to review all complaint activities into the assessment of employees.

6.0 ASSOCIATED DOCUMENTS:

- 6.1 Transportation Complaint Record (electronic)
- 6.2 Electronic Log
- 6.3 Performance Assessment Procedure
- 6.4 Transportation Complaint File Review Form (TRN-F017)

7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Complaint Log	Electronic	Indefinitely	N/A	Hard Drive
Complaint	Transportation Office	Case by Case	Discard as Desired	Secured Building
Review Form	Transportation Office			

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8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
8/23/04		Initial Release
4/07/05	A	Add hotline number in 5.1, add videotape information to 5.5 & 5.8, Add COO to 5.5.1, change 1/12 of complaints to all complaints in 5.13.1, Add Transportation Complaint Review form to procedure, revise flowchart
11/08/06	B	Clarify 5.1, 5.5, 5.5.2, 5.6, 5.8 & 5.16, remove 5.7 (renumber), replace "personnel" with Hotline operator, update flowchart
Draft	C	Replace dispatcher with master driver and hotline with customer service, update flowchart.
6/28/11	D	5.1 Corrected customer service line to 358-4089 5.2 Changed workbench to Fleet Runner 5.5 Added if available 5.7 Added if available 5.14.1 Added and/or Assistant Transportation Manager

9.0 FLOWCHART:

9.1 A flowchart detailing this process can be found in "Exhibit A" of this procedure.

***** End of Procedure *****