

## **PROCEDURE FOR FILING REQUESTS/COMPLAINTS/CONCERNS CONCERNING SCHOOL TRANSPORTATION**

- I. Immediate Safety Concerns, Clarification of Existing Routes/Schedules and Complaints Regarding Existing Transportation Services:
  - These requests can be made via telephone to All-Star Transportation Dispatch Office at 860-350-2880.
  
- II. Requests for extensions and alterations of service during the school year:
  - These requests should be made in writing to the New Milford Public Schools, Director of Fiscal Services, 50 East Street, New Milford, CT 06776.
  - Upon receipt of your request, you will be contacted within fifteen (15) business days regarding the disposition of the matter. Typically, these requests are not of an immediate or time-sensitive nature.
  
- III. During the summer, requests for alternations of service received on or before August 10<sup>th</sup>, will be handled within ten business days prior to the opening of school. Requests received after August 10<sup>th</sup> will be processed within fifteen business days of the request.
  
- IV. Student Discipline Issues:
  - All student discipline issues should be addressed with the school principal or designee.