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, 25 Sunny Valley Rd, Suite A, 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 10th, will be handled within ten business days prior to the opening of school. Requests received after August 10th 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.