

REDFORD UNION SCHOOLS, DISTRICT No. 1

REPORTING PROCEDURES FOR COMPLAINTS REGARDING TRANSPORTATION PROVIDED TO DISTRICT STUDENTS WITH DISABILITIES

Redford Union Schools, District No. 1 (the "District") is an Equal Opportunity Educational Institution/Equal Opportunity Employer. It is the policy of the District not to discriminate on the basis of disability. The District has adopted reporting procedures for the tracking and resolution of complaints regarding transportation services provided to District students with disabilities. These procedures shall be posted in the District's Registrar's office, on the District's website and in the District's Board Policy Book. Copies of these procedures may also be obtained from the office of the Director of Student Services.

- All Complaints pertaining to the provision of transportation services for District students with disabilities should be submitted to the District's Director of Student Services [**27100 Bennett Redford, MI 48240; (313) 242-3501; lapoinc@redfordu.k12.mi.us**] and the District's transportation Contractor [**Durham School Services 15111 Garfield Redford, MI 48239; (313) 255-3307; mhamilton@durhamschoolservices.com**]. Complaints should be submitted no later than five (5) calendar days after the incident(s) prompting the Complaint.
- All Complaints submitted to the District's transportation Contractor, whether oral or written, shall be reported within three (3) calendar days after receipt to the District's Director of Student Services. If the Complaint was orally submitted to the transportation Contractor, the Contractor shall document the complaint in writing and forward the written Complaint to the Director of Student Services. A copy of the Complaint shall at the same time be forwarded to the District's 504 Coordinator [**27100 Bennett Redford, MI 48240**].
- Upon receipt of the Complaint, the Director of Student Services shall commence a prompt, thorough and impartial review and investigation of the Complaint. The investigation may include, but is not limited to, interviews of the student, the student's parents or guardians, transportation employees, relevant District staff, witnesses and any other interested persons. The investigation may also involve the review of video, if applicable, and will incorporate the due process standards and procedures outlined in the District's Section 504 Grievance Procedures.
- Within ten (10) business days after receipt of the Complaint, the Director of Student Services will issue a written response to the Complaint. The response shall discuss the Director of Student Services' findings, as well as any necessary steps to be taken by the District to remedy the situation.
- Within seven (7) calendars days after the receipt of a request to confer, the Director of Student Services will schedule a meeting with the Complainant and their representative(s) to discuss the response to the Complaint.

ADOPTED:

REVISED:

Redford Union Schools

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