



# memphis college prep

• ELEMENTARY SCHOOL •

## Parent/Guardian Transportation Complaint Protocol

Memphis College Prep has the following Transportation Complaint Policy as a guide for parents/guardians to solve possible grievance issues in the most effective manner.

The following procedure will be followed whenever a parent/guardian has a particular concern:

**1: Submit your concern:**

The parent/guardian can call or speak with Ms. Dolan, MCP's Transportation Supervisor, at 901-203-3223. This number is conveniently posted on the bus bumper.

**2: Within 24 hours of a concern being submitted:**

The transportation supervisor or another school administrator will investigate the allegations and complete a Driver Safety Complaint Form and begin a "Driver Safety Complaint: Summary Report".

**3: Within 48 hours of a concern being submitted:**

The Driver Safety Complaint Form will be submitted to the superintendent of SCS.

**4: Within 60 days of a concern being submitted:**

The "Driver Safety Complaint: Summary Report" will be submitted to the superintendent of SCS including the findings of the investigation and action taken by the Transportation Supervisor.

**Important Contacts:**

Brittany Dolan, Director of Operations, Transportation Supervisor: [bdolan@memphiscollegeprep.org](mailto:bdolan@memphiscollegeprep.org)

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