

Section Operational Procedures	Administrative Procedure Number RCJTC AP.04.07
Administrative Procedure Title Process for Appealing Decisions	
Date December 21, 2013	Revised

It is possible to appeal a decision made by the RCJTC, in cases where a parent or guardian disagrees with the way in which policies and procedures have been applied by the RCJTC.

Staff members of RCJTC prepare explanations to support their decision, based on the policies and procedures of the RCJTC.

Appeals must be made in writing by the parent/guardian and must be directed to the RCJTC. They must include a detailed description of the situation and the events that took place.

No appeals will be processed from the last week of August to the third week of October because of RCJTC staff's requirement to focus on working with schools and parents to assign students to transportation.

The General Manager of the RCJTC will assess the complaint within fifteen (15) to thirty (30) working days of receiving it. A written reply will be given to the parent/guardian, and a copy will be provided to the school principal.

If the appellant is still not satisfied, he/she may appeal the decision in writing to the Administrative Committee of the RCJTC, which will assess the facts and render its decision in writing within thirty (30) to sixty (60) days. The appellant will be notified in writing of the final decision, and a copy will be provided to the school principal.

Related RCJTC Policy

- P.01 *Transportation Policy*
- P.04 *Operational Policy*

Related RCJTC Administrative Procedures

- Attachment *Appeal Process Flow Chart*
- Attachment *Internal Complaints/Appeal Process*

Related RCJTC Form

- P.04.07 *Transportation Appeal Process Form*

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