
Policy Section:	Governance
Policy Title:	Complaints and Appeals
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7. COMPLAINTS AND APPEALS

- 7.1** The Renfrew County Joint Transportation Consortium is committed to open communication with parents, member school Board administration and Trustees, principals, contracted school vehicle operators, and others regarding matters of complaint/concern and appeals.
- 7.2** The Renfrew County Joint Transportation Consortium believes that complaints and concerns are most effectively resolved through direct communication with Renfrew County Joint Transportation Consortium staff. The Renfrew County Joint Transportation Consortium acknowledges the public's right to directly contact their member school board Trustees and senior administration, who will re-direct stakeholders to RCJTC.
- 7.3** The Renfrew County Joint Transportation Consortium shall ensure that all complaints or concerns are dealt with in a fair, consistent and reasonable manner according to the established Renfrew County Joint Transportation Consortium policies.
- 7.4** The Renfrew County Joint Transportation Consortium Administration Committee shall have the authority to make the final decision for resolving complaints and/or appeals at its discretion.

Related RCJTC Policy

P.04 Operational Policy

Related RCJTC Administrative Procedures

AP.04.07 Process for Appealing Decisions Procedure

Related RCJTC Forms

F.04.07 Transportation Appeal Process Form