Procedure Section:	**Operational**
Procedure Title:	**Process for Appealing Decisions**
Procedure Number:	**RCJTC AP.04.07**
Date Published:	**December 21, 2013**
Date Reviewed:	**November 15, 2021**
Year of Next Review:	

If a parent/guardian feels that their students' transportation arrangements are not consistent with the policies and procedures, a review of those arrangements can be requested.

1. Appeals must be made in writing directed to the RCJTC and should include a full description of the circumstances related to the appeal, including the basis for the appeal.
   Appeal Form (F.04.07) can be found via the RCJTC website.

2. Appeals process:

   - The appellant will be referred to the appropriate Transportation Router who will review and rectify the issue, if possible.
   - If the appeal is not resolved at that level, the Transportation Router will refer the appeal to their supervisor.
   - If the appeal is not resolved at that level, the appellant will be forwarded to the RCJTC General Manager.

3. RCJTC staff will prepare explanations to support their decision, based on the policies and procedures of the RCJTC.

4. The General Manager will review the appeal and provide a response within fifteen (15) to thirty (30) working days. A written reply will be given to the parent/guardian, and a copy will be provided to the school principal.

If the complainant/appellant is not satisfied with the General Manager's response, the matter will be referred to the RCJTC Administrative Committee for a final review. The appellant will be notified in writing of the final decision, and a copy will be provided to the school principal.

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.

Related RCJTC Policy

P.01	Transportation Policy
P.04	Operational Policy

Related RCJTC Administrative Procedures

Attachment   Appeal Process Flow Chart

Related RCJTC Form

P.04.07   Transportation Appeal Process Form