



Section <b>Process for Appealing RRDTS Decisions</b>	Page 1 of 1
Type <b>General</b>	Date August, 2012

<b>Statement</b>	It is possible to appeal a decision made by RRDTS, in cases where a parent/guardian disagrees with the way in which policies and procedures have been applied by RRDTS.
<b>Procedures</b>	<ol style="list-style-type: none"> <li>1. No appeals will be processed between the dates of August 15th thru October 15th because of RRDTS staff's requirement to focus on working with schools and parents to assign students to transportation.</li> <li>2. Appeals must be made in writing by the parent/guardian and must be directed to the Manager of Transportation of RRDTS. They must include a detailed description of the situation and the events that took place.</li> <li>3. Staff members of RRDTS will prepare explanations or arguments to support their decision, based on the policies and procedures of RRDTS.</li> <li>4. The Manager of Transportation of RRDTS will assess the complaint within 15 working days of receiving it. A written reply will be given to the parent/guardian, and a copy will be provided to the RRDTS Management Committee.</li> <li>5. If the objector is still not satisfied, he or she may appeal the decision in writing to the Transportation Management Committee of RRDTS.</li> <li>6. The appeal and supporting documentation by staff will then be discussed at the meeting of the Transportation Management Committee of RRDTS, which will decide by consensus whether this appeal is supported. No new or additional information can be presented to the Transportation Management Committee.</li> <li>7. The Transportation Management Committee will then render its decision in writing within 30 working days. The plaintiff will be notified in writing of the decision.</li> <li>8. If there are appeals not resolved by the RRDTS Management Committee. An Appeal Contact Information Form F12 with copies all correspondence regarding the appeal must be completed and forwarded to the RRDTS. The package will be brought forth to the Joint Transportation Policy Committee which will convene up to twice per year (December &amp; April).</li> </ol>