

Section Administration	Number of pages 1
Title Process for appealing decisions	Effective date March 12, 2015

Statement	A decision made by CTSE may be appealed in cases where a parent or guardian disagrees with the application of a CTSE regulation.
Terms	<p>CTSE staff prepares explanations or arguments supporting their decision, according to the CTSE regulations.</p> <p>The appeal must be made in writing by the parent or guardian and addressed to the Director of the CTSE. It should include a detailed description of the situation and the events that occurred.</p> <p>The Director of CTSE receives and analyzes the complaint within 15 working days after receipt. A written response is given to the parent or guardian with a copy to the principal and the senior manager responsible for the transportation.</p> <p>If the complainant remains unsatisfied, the parent or guardian may appeal the decision by writing to the Management Committee of CTSE, which analyzes the facts and makes its decision within 30 working days. The complainant is notified in writing of the final decision. The Board of Directors is also informed in writing of the decision.</p>

Review dates :
March 11, 2015