

**TRANSPORTATION COMPLAINT/APPEAL POLICY**

1. When a letter of complaint or request regarding school transportation issues is received at the central office, the Deputy Superintendent will respond in writing within seven calendar days.
2. The response will address the transportation issue and a copy of both the original letter and response will be forwarded to the members of the transportation sub-committee.
3. If the person(s) making the complaint or request asks for a meeting in writing with the transportation sub-committee, a meeting will be arranged as soon as possible. The meeting will be posted.
4. Decisions of the transportation sub-committee will be forwarded in writing to the person(s). A copy of Policy BEE will accompany the correspondence.
5. When pertinent, a Safety Officer report will be requested.
6. The School Committee policy allows for an appeal process. The person(s) applying must render the appeal in writing within seven (7) calendar days to the Deputy Superintendent.
7. All copies beginning with the original letter will be sent to the School Committee members.

Revised: 5/17/01