

Guideline Number	Topic		
8600.100	Pupil Transportation Service Appeal Process		
Page	Adopted	Last Revision	Next Review
1 of 1	August 10, 2015	April 1, 2019	July 2020

Statement
<p>A parent or guardian of an enrolled student may appeal a pupil transportation-related decision in most instances where the parent or guardian disagrees with the manner in which the School Board Policy or Administrative Guidelines for Transportation (8600 series) have been applied. The appeal must follow established procedures. The decision rendered as a result of the appeal process is final.</p>
Procedures
<p>When a pupil transportation concern arises, a parent or guardian should first contact the Transportation Department. Submission of a concern should include a description of the concern as well as a current telephone and an e-mail or mailing address for the Transportation Department to appropriately respond to. Most pupil transportation-related concerns can generally be resolved in a cooperative manner between the parent or guardian and a staff member in the Transportation Department.</p> <p>Calls to the Transportation Department are addressed in the order they are received. With exception to the beginning of the school year, when call volumes may be very high, a staff member from the Transportation Department should be able to respond to a pupil transportation-related concern within five (5) business days.</p> <p>If a parent or guardian wishes to file an appeal to a pupil transportation-related decision made in response to a parent or guardian concern, a parent or guardian must follow the steps outlined below in accordance with this administrative procedure:</p> <ol style="list-style-type: none"> 1. Review all applicable Administrative Guidelines for Transportation (8600 series) Statements and Procedures to ensure familiarity with the applicable area of concern. 2. The parent or guardian will complete and submit a Transportation Appeal Form (English) (Español) to the Director of Transportation (also available on the Transportation Department website). The parent or guardian will provide full details outlining the basis for the appeal request. 3. The Director of Transportation will review the submission and respond in writing within fifteen (15) business days. 4. If the parent or guardian is not satisfied with the response from the Director of Transportation, the appeal may then be referred in writing to the Associate Superintendent for Business Services. 5. The Associate Superintendent for Business Services will review the submission and will respond in writing within fifteen (15) business days. 6. The decision of the Associate Superintendent for Business Services is final and is not subject to further appeal. <p>For more information on a variety of transportation issues, please refer to the Frequently Asked Questions (FAQ) tab on the Transportation Department website.</p>