"Chain of Command" for RTA Membership Concerns

In order to efficiently resolve issues within the organization while maximally involving the representatives, we are asking that the following system be followed when questions/ concerns arise within the membership.

Member with concern/ question should first approach Rep. assigned to them in their building.

Rep. will investigate the issue, refer to contract to see if can resolve immediately for member. If so, no further action is necessary. If not, Rep. will complete "RTA Member Concerns" form and submit to Head Rep.



Head Rep. will investigate further and determine whether meeting needs to be scheduled with administration. If Head Rep. is able to resolve the situation within the building, completes remainder of "RTA Member Concerns" form and submits to RTA secretary for filling.

If unable to resolve issue, Head Rep. contacts appropriate committee chairperson, or executive committee contact person for their school (see contact list by school). Head Rep. retains "RTA Member Concerns" form until resolution occurs.

RTA Secretary files "RTA Member Concerns" form for future reference.



Officer will investigate further/consult with other officers and determine whether meeting needs to be scheduled with administration. Once resolution is reached, officer will report back to committee chairperson or executive committee contact.

Committee chairperson or executive committee contact will communicate resolution to Head Rep. and Head Rep. will complete remainder of "RTA Member Concerns" form and submit to RTA secretary for filing.



Committee chairperson or executive committee contact investigates further. If able to resolve issue for Head Rep., the Head Rep. completes the "RTA Member Concerns" form and submits to RTA secretary for filling.

If unable to resolve issue, committee chairperson or executive committee contact will contact officer assigned to them (see contact list by officer). Head Rep. retains "RTA Member Concerns" form.