



**STUDENT TRANSPORTATION SERVICES OF
WATERLOO REGION (STSWR), INC**
130-4275 King Street East
Kitchener, ON
N2P 2E9

TRANSPORTATION APPEAL PROCESS

1. Recourse to appeal is available in cases where stakeholders such as parents, guardians or students disagree with an application of a Transportation Policy.
2. Complaints are to be referred by staff as follows
 - The receptionist will refer an unsatisfied complainant to the technician responsible for the school area in question.
 - If the complaint is not resolved at that level, the technician will refer the complainant to the Operations Supervisor.
 - If the complaint is not resolved at that level, the complainant will be given the opportunity to appeal to the General Manager of STSWR.
3. Consortium staff will provide a complete explanation of the Transportation Policy and will provide a copy of the policy to those complainants who wish to appeal an application of the policy.
4. Appeals must be made in writing or email and directed to the attention of the General Manager of STSWR.
5. Written appeals should include a full description of the circumstances related to appeal including the basis for the appeal.
6. The General Manager will review the appeal and provide a response in writing or email within fifteen (15) working days.
7. If the complainant is unsatisfied with the General Manager's response, the appeal may be referred in writing to the Consortia Management Committee. The letter by which the appeal is referred should be addressed to the attention of the Consortia Management Committee.
8. The final level of appeal is the Consortia Management Committee. The CMC will review appeals at its regular meetings each month.
9. Complainants will be informed in writing of the final appeal decision.

Student Transportation Services of Waterloo Region

TRANSPORTATION APPEAL PROCESS

