



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. You may use the [Appeals Form](#) to submit your Appeal.
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.

If the complainant is unsatisfied with the General Manager's response, they may choose to

- 1) 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.
 - 2) the appeal may be presented to the Consortia Management Committee in Person by calling 519-650-4934 ext. 221 and registering.
7. The final level of appeal is the Consortia Management Committee. The CMC will review appeals at its regular meetings each month.
 8. Complainants will be informed in writing of the final appeal decision.

Student Transportation Services of Waterloo Region

TRANSPORTATION APPEAL PROCESS

