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Complaints and Appeals		1 of 2
Transportation - General		Date June 2002 Revised August 16, 2010
Policy	The Sudbury Student Services Consortium provides a process where parents and guardians can bring forward their transportation concerns for review.	
Operational Procedure	The steps to review parents’/guardians’ concerns are as follows: <ol style="list-style-type: none">1. The area Route Planner will provide parents or guardians with an explanation.2. If the parent/guardian is not satisfied, the Route Planner will refer the parent/guardian to the Assistant Manager or to the Safety Officer, as applicable.3. If the complaint is not resolved, the parent/guardian must address their concerns in writing and directed to the attention of the Executive Director of the Sudbury Student Services Consortium outlining the details of the circumstances.4. The Executive Director will confirm in writing within (15) working days, outlining the decision on the application of the policies and procedures. Parents/guardians will be offered the opportunity to appeal the Executive Director’s decision to the Board of Directors.5. Parents must confirm in writing their intent to appeal to the Board of Directors of the Sudbury Student Services Consortium. The Board of Directors will hear the appeal at one of their regularly scheduled meetings. Parents will be given the opportunity to attend if they so desire.	

	<p>6. The Board of Directors' decision is final and parents/guardian will be informed in writing of the final appeal decision.</p>
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