



Policy

**Policy #
POL117**

Title

Transportation Appeal Process

Section
General

Approved Date
April 16, 2013

Revised

Associated Documents: TSP117: Transportation Appeal Process Procedure; TSP117A
Transportation Appeal Process Flow Chart

Student Transportation of Eastern Ontario (STEO) provides a process where parents and guardians can identify their transportation concerns.



Procedure

Procedure #
TSP117

Title:

Transportation Appeal Process

Section:

General

Approved Date:

November 4, 2013

Revised:

Associated Documents: NA

Option to appeal is available in cases where users such as parents, guardians or students disagree with an application of STEO procedures.

- 1) Complaints are to be referred by staff as follows:
 - The complainant will be referred to the appropriate Transportation Planner who will review and rectify the issue if possible.
 - If the complaint is not resolved at that level, the Transportation Planner will refer the complaint to the Operations Manager.
 - If the complaint is not resolved at that level, the complainant will be forwarded to the GM/CAO.
- 2) STEO staff will provide a complete explanation of the STEO procedure and will provide a copy of the procedure to those complainants who wish to appeal the application of the procedure.
- 3) Appeals must be made in writing and directed to the attention of the GM/CAO.
- 4) Written appeals should include a full description of the circumstances related to appeal including the basis for the appeal.
- 5) The GM/CAO will review the appeal and provide a response within fifteen (15) working days if required.

If the complainant is not satisfied with the GM/CAO's response, the complaint will be referred to the appropriate Member Board Superintendent of Business.

Transportation Appeal Process Flow Chart

