



East of Thunder Bay
Transportation Consortium

M04 006

Section		Page
Complaints and Appeals		1 of 2
Transportation - General		Date Feb 7 th , 2012
		Revised
Policy	The East of Thunder Bay Transportation Consortium provides a process where parents and guardians can bring forward their transportation concerns for review.	
Operational Procedure	<p>The steps to review parents’/guardians’ concerns are as follows:</p> <ol style="list-style-type: none"> 1. The Transportation Coordinator will provide parents or guardians with a verbal explanation regarding the concern. 2. If the parent/guardian is not satisfied, the Transportation Coordinator will perform a bus stop assessment or a visual inspection if necessary. 3. The Transportation Coordinator will confirm in writing within fifteen (15) working days, outlining the decision on the application of the policies and practices. 4. If the complaint is not resolved, the parent/guardian can make an appeal to the Board of Directors by submitting their appeal in writing, outlining the details of the circumstances. This letter should be directed to the attention of the Transportation Coordinator, who will bring it forward to the next Board of Directors meeting. Parents or guardians will be given the opportunity to attend if they so desire. 5. The Board of Directors’ will evaluate the written appeal. The decision of the board is final and parents/guardian will be informed in writing of the final appeal decision. 	