

# STUDENT TRANSPORTATION OF PEEL REGION

## STOPR

STOPR028

<b>Section</b> <b>Transportation Appeal Process</b>	Page 1 of 2
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<b>Statement</b>	Recourse to appeal is available in cases where users such as parents, guardians or students disagree with an application of the Transportation Policy or Procedures.
<b>Procedures</b>	<ol style="list-style-type: none"> <li>1. Complaints are to be referred by staff as follows: <ul style="list-style-type: none"> <li>• A Coordinator will refer a dissatisfied complainant to a Transportation Officer;</li> <li>• If the complaint is not resolved at that level, the Transportation Officer will refer the complaint to the Assistant Manager;</li> <li>• If the complaint is not resolved at that level, the complainant will be given the opportunity to contact the Manager of the Student Transportation of Peel Region Consortium; and</li> <li>• The Manager will review the appeal and provide a response within fifteen (15) working days;</li> </ul> </li> <li>2. Consortium staff will provide a complete explanation of the Transportation Policy or Procedure and will provide a copy of the policy or procedure to those complainants who wish to appeal an application of the policy;</li> <li>3. If the complainant is not satisfied with the Manager's response, a formal appeal may be referred in writing to the Student Transportation of Peel Region Administrative Team. The letter by which the appeal is referred should be addressed to: <p style="margin-left: 40px;">Student Transportation of Peel Region 5685 Keaton Crescent Mississauga, ON L5R 3H5 Attention: Administrative Team</p> </li> <li>4. Written appeals should include a full description of the circumstances related to the appeal including the basis for the appeal;</li> <li>5. The final level of appeal is the Administrative Team of the Student Transportation of Peel Region Consortium. The Administrative Team will review appeals at its regular meetings each month;</li> <li>6. Complainants will be informed in writing of the final appeal decision.</li> </ol>

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