

Title : Process for Appealing Decisions	Procedure # : 027	Effective : Nov 5, 2010
Section : Operating Guidelines	Page : 1 of 1	Review : Feb 2019

Statement	It is possible to appeal a decision made by STSBHN, in cases where a student, parent or guardian disagrees with the way in which policies and/ or procedures have been applied by STSBHN and its staff.
Procedures	<ol style="list-style-type: none"> 1. Before an appeal can be filed, the applicant must attempt to resolve their concern/ issue with the STSBHN staff member which oversees their school. 2. If satisfaction cannot be found by dealing with the staff member of STSBHN, an appeal can be made to the Manager of Transportation, in writing, by the applicant. The appeal must include a detailed description of the situation and the events that took place. 3. Staff members of STSBHN will prepare explanations or arguments to support their decision, based on the policies and procedures of STSBHN. 4. The Manager of Transportation Services will assess the complaint within 15 working days of receiving it. A written reply will be given to the student/parent/guardian and a copy will be provided to the school principal. 5. If the objector is still not satisfied, he or she may appeal the decision in writing to the Operations Committee of STSBHN, via the Manager of Transportation Services. 6. The appeal and supporting documentation by STSBHN staff will then be discussed by the Operations Committee, who will decide whether this appeal is supported. 7. The Operations Committee will then render its decision in writing within 30 working days. The applicant will be notified in writing of the decision, which is final and cannot be appealed. 8. If a parent/guardian disagrees with any of the STSBHN transportation policies and procedures, they may petition their School Boards. <p>No appeals will be reviewed between September 1st thru 30th.</p>