

Title: Process for Appealing Decisions	Procedure #: 027 Page: 1 of 1	Section: Operating Guidelines
Effective: Nov 5, 2010	Last Reviewed: Feb 2019	Next Review: Feb 2022

Statement	It is possible to appeal a decision made by STSBHN, in cases where a student, parent or guardian (the Objector) 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 who 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 event(s) that took place. 3. Staff members of STSBHN will prepare explanations or arguments to support their decision, based on the policies and/or procedures of STSBHN. 4. The Manager of Transportation Services will assess the appeal within 15 working days of receiving it. A written reply will be given to the Objector and a copy will be provided to the school's principal. 5. If the Objector is still not satisfied, they 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 Objector will be notified in writing of the decision, which is final and cannot be appealed. 8. If the Objector disagrees with any of the STSBHN transportation policies and procedures, they may contact their School Board and speak to their local trustee.