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| | Date November 11, 2009 |

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| Statement | <p>If a parent/guardian disagrees with the manner in which the transportation policies and procedures have been applied by WESTS it is possible to appeal such decisions.</p> |
| Procedures | <p>Appeals of decisions must be made in writing by the parent/guardian and submitted to the General Manager, WESTS. The appeal must include a detailed description of the situation giving rise to the appeal and the reasons they believe the policy or procedure has not been applied appropriately.</p> <p>The General Manager will provide a written response to the complaint document in the appeal and provided a written reply to the complainant within 15 days of receiving the appeal. A copy will be provided to the parent/guardian and the school principal.</p> <p>If the complainant is not satisfied with the General Manager's response they may appeal, in writing, to the Executive Transportation Committee which will review the facts and render a decision within 30 working days of receiving the appeal.</p> <p>The complainant will be notified in writing of the decision of the ETC and the decision shall be final.</p> |