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| Section<br><b>Appeal Process</b> | Page<br>1 of 1   |
|                                  | Date : November 11, 2009<br>Amended : October 23, 2013<br>Amended : January 20, 2017 |

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| <b>Statement</b>  | If a parent/guardian disagrees with the manner, in which WESTS have applied the transportation policies and procedures it is possible to appeal such decisions.   |
| <b>Procedures</b> | <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 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 Board of Directors. The Board of Directors will review the documented facts. If it is deemed that additional information is required directly from the complainant the Board of Directors will request that the complainant attend a subsequent meeting. Upon review of the information the Board will render a decision within 10 working days of the board meeting in which the appeal has been reviewed.</p> <p>The complainant will be notified in writing of the decision of the Board of Directors. All decisions shall be final.</p> |

Approved by Board of Directors on April 20, 2017