



**TRANSPORTATION PROCEDURE**

**NWOSSC 115**

**SECTION 100 GENERAL**

**115 PARENT/LEGAL GUARDIAN APPEAL PROCEDURE**

**Statement and Rationale**

The Northwestern Ontario Student Services Consortium provides a process where Parents and Legal Guardians may forward their transportation service concerns for review in the form of an appeal. The Consortium will endeavour to ensure that all appeals are dealt with fairly and consistently.

**Procedure**

To be considered by the Consortium Board of Directors, all appeals must use Form 115a "Request for Appeal Form".

Appeals will be processed from October 15 to June 30. Appeals will be acknowledged but not processed from July 1 through to October 14 as the priorities of Consortium staff are the operational demands associated with starting a new school year.

Anonymous appeals will not be accepted.

The steps to review a Parent/Legal Guardian's appeal are as follows:

1. The concern is expressed to the appropriate Transportation Officer by the Parent or Legal Guardian. (Any concerns brought to Principals, Board Superintendents, Directors or Trustees shall be referred to the Consortium to investigate.)
2. If the Parent/Legal Guardian is not satisfied with the response, the Transportation Officer will request the concern be put in writing either via email or letter to the General Manager. The General Manager will respond in writing within ten (10) working days. This timeframe may be extended during peak transportation periods throughout the year.
3. If the concern is not resolved, the Parent/Legal Guardian may address their concerns in writing to the Board of Directors of the Student Services Consortium requesting an appeal. The Parents/Legal Guardian must have exhausted the

preceding steps before an appeal will be considered and the Request for Appeal must be made using Form 115a "Request for Appeal Form".

4. The Board of Directors will review and determine whether an appeal will be heard. The Chair or Consortium Director Designate will respond in writing within ten (10) working days upon receipt of the request from the Parent/ Legal Guardian. The response will state if the appeal will be heard. If the appeal will not be heard, the reason(s) will be provided.
5. If the Board of Directors determines that the appeal will be heard, the Parent/Legal Guardian will be given the opportunity to attend and present their appeal in person, via video conference or teleconference. The Parent/Legal Guardian may request that another person presents on their behalf.

It is expected that presentations will be respectful. The Parent/Legal Guardian will make his/her presentation and direct remarks to the Chair of the Board. A copy of the presentation is required prior to the appeal hearing at least one (1) week in advance and shall not exceed three (3) pages.

The Parent/Legal Guardian will have a maximum of ten (10) minutes to make his/her presentation.

The Board will not make its decision at the time of the presentation.

6. The Board of Directors is comprised of four (4) individuals, one Superintendent of Business or staff designate from each school board. If an appeal is to be heard three (3) Superintendents will hear the appeal excluding the Director from the school board where the family attends.
7. The General Manager or designate will prepare information for the Board of Directors, clearly explaining the basis and rationale for the decision which is being appealed.
8. The Board of Directors' decision is final and the Parent/Legal Guardian will be advised in writing of the final appeal decision within twenty (20) working days of the hearing.

Date Last Reviewed	December 2022
Date First Approved	2011
Associated Policies/Procedures	
References	Transportation Policy Section 11.0