



PROCEDURE D-3

SUBJECT: DISPUTE RESOLUTION – STUDENT, PARENT OR GUARDIAN/HPSTS

Recourse to appeal is available in cases where users such as Parents, Guardians, or students disagree with application of the Transportation Policy

1. Complaints are to be referred by HPSTS Staff as follows:
 - 1.1.A Route Planner should attempt to resolve the issue
 - 1.2.If the complaint is not resolved at that level, the complainant will be given the opportunity to appeal in writing to the HPSTS General Manager.
2. Appeals must be made in writing and directed to the attention of the HPSTS General Manager.
 - 2.1.Written appeals should include a full description of the circumstances related to appeal including the basis for the appeal.
 - 2.2.The Manager will review the appeal and provide a response in writing within fifteen (15) working days including the decision and providing related policy and/or procedure information used as the basis for the decision.
3. If the complainant is unsatisfied with the response of the HPSTS General Manager, and the decision will only impact one of the Partner Boards, the appeal may be referred in writing to the Superintendent responsible within each partner Board.
 - 3.1.The Superintendent will review the appeal and provide a response in writing within fifteen (15) working days.
 - 3.1.1. If the complainant is unsatisfied with the response of the Superintendent, the appeal may be referred in writing to the Director of Education responsible within each Partner Board.

- 3.2. The Director of Education will review the appeal and provide a response in writing within fifteen (15) working days.
 - 3.2.1. If the complainant is unsatisfied with the response of the Director of Education, the appeal will be referred to a member of the HPSTS Steering Committee representing the Board.
- 3.3. The Partner Board Steering Committee member(s) will be provided with correspondence regarding the issue from the various stages of the escalation of the Appeal.
 - 3.3.1. The Partner Board HPSTS Steering Committee member(s) will coordinate the next step in the process based on current Board Policy.
- 3.4. The decision of the Partner Board will be final step of the Appeal process. The Complainant will receive a response from the Partner Board as per Board policy with a copy provided to the HPSTS General Manager.
4. If the issue may impact both Partner Boards as a global issue, the appeal may be referred in writing to the Steering Committee of the Huron Perth Student Transportation Services Consortium.
 - 4.1. The final level of appeal for issues that impact both Partner Boards is the Steering Committee of the Huron Perth Student Transportation Services Consortium.
 - 4.1.1. The Steering Committee meets on a bi-monthly and as required basis and will review appeals at a future date to be determined.
 - 4.1.2. Individuals/Groups may choose to appeal to the Steering Committee through a written document or may wish to delegate to the Steering Committee and provide a summary of their presentation.
 - 4.1.3. Individuals/Groups will be allowed a maximum of 10 minutes to present their perspectives. The Committee will then have 10 minutes to clarify statements made during the presentation.
 - 4.1.4. The individual/group will then be excused from the meeting for further discussion of the issue by the Steering Committee.
 - 4.2. Complainants will be informed in writing of the final appeal decision within fifteen (15) working days of the meeting with a copy of the response provided to the HPSTS General Manager.