



NIPISSING-PARRY SOUND STUDENT TRANSPORTATION SERVICES

Section Transportation – Service Levels	Revised July 31, 2012
SL-005 Complaints and Appeals	
General Statement	<p>The Nipissing-Parry Sound Student Transportation Services (NPSSTS) provides a process, which applies to all students of its four member school boards, whereby parents/guardians can bring their transportation concerns forward for review. All complaints and appeals regarding student transportation arrangements and decisions affecting students in the Districts of Nipissing and Parry Sound shall follow the process outlined herein.</p>
Operational Procedure	<p>GENERAL</p> <ol style="list-style-type: none"> 1. The appeal process outlined below applies to all student transportation services organized and delivered by the NPSSTS, whether on behalf of one of its four (4) member school boards or any other organization with a signed contract for the provision of student transportation services. 2. While every effort will be made to respond expeditiously to the appeals received, the timelines indicated in the Process section below are subject to change as events relating to student transportation may arise that require the primary focus of the NPSSTS staff. 3. Exceptions to the criteria set out herein are guided by other guidelines (as applicable) and/or are at the discretion of the applicable Superintendent of Business (or equivalent). <p>PROCESS The steps to review parents’/guardians’ concerns are as follows:</p> <ol style="list-style-type: none"> 1. The area Route Planner or other designated NPSSTS staff member will provide parents/guardians with an explanation supporting their decision, based on the current guidelines and procedures of the NPSSTS. 2. If the parent/guardian is not satisfied, they will be referred to the Operations Manager or to the Safety Officer, as applicable. 3. If the complaint is not resolved, the parent/guardian must address their concerns in writing to the General Manager of the NPSSTS. Written submissions must include a detailed description of the situation and any related events, and reasoning for the appeal.



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	<ol style="list-style-type: none">4. The General Manager will assess the parent/guardian's request for appeal and any staff explanations within 15 working days of receiving the complaint/appeal (please note the timeline exception specified under Item 8). The General Manager may consult with NPSSTS staff, the applicable transportation operator(s), and/or the applicable Superintendent(s) of Business (or equivalent).5. A written reply will be sent through the school or by the same means as the submission of the appeal (i.e. via fax, e-mail, or regular mail). A copy will be provided to the school principal(s), the applicable Superintendent(s) of Business (or equivalent), and any applicable transportation operator(s).6. If the objector is not satisfied, they may further appeal the decision, in writing, to the NPSSTS Operational Review Committee. While any request for further appeal will be honoured, the file may be closed if no further request is received within 15 working days of the NPSSTS' written response.7. The appeal and supporting documentation by NPSSTS staff will then be discussed at the meeting of the NPSSTS Operational Review Committee. The Committee will decide by consensus whether this appeal is supported and render its decision in writing within 30 working days, counted from the time the appeal is received. Again, the written reply will be sent through the school or by the same means as the submission of the appeal (i.e. via fax, e-mail or regular mail). This decision is final and cannot be further appealed.8. The appeal process is annually put on hold for five (5) weeks, beginning two weeks prior to the start of the school year, as the NPSSTS staff must focus on working with schools and parents/guardians to assign eligible students to transportation. When the appeal process resumes, the appeals will be handled in chronological order from date received. Please note that it may take more than 15 working days to respond to all appeals received during those weeks.
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