

Topic	Number of Pages	Date Approved
<b>6.1 Request for Review of Transportation Arrangements</b>	<b>1 of 1</b>	<b>March 2009 Revised March 2010</b>

## Policy Statement

Southwestern Ontario Student Transportation Services ("STS") will arrange for student transportation in keeping with its standard policies and procedures to ensure consistency and fairness. If a parent/guardian is not satisfied that their students' transportation arrangements are consistent with these policies and procedures, a review of those arrangements can be requested for a bona fide reason.

## Procedure

The parent/guardian can follow the steps outlined below should a concern arise with respect to their students' transportation arrangements:

1. Review the policies and procedures at [www.mybigyellowbus.ca](http://www.mybigyellowbus.ca) to ensure familiarity with the applicable area of concern.
2. Outline the concern with the Transportation Specialist responsible for the area.
3. If the concern is not resolved at that level, review the concern with the Senior Transportation Specialist.
4. If the concern is not resolved at that level, then the Senior Transportation Specialist will provide the parent/guardian with a copy of this policy and procedure and a "Request for Review of Transportation Arrangements" form.
5. The parent/guardian will complete the form and will provide full details outlining the basis for the request for review and submit the request to STS.
6. The Service Development Manager at STS will review the submission and respond in writing within 15 business days.
7. If the parent/guardian is not satisfied with the Service Development Manager's response, then the appeal may be referred in writing to:

Southwestern Ontario Student Transportation Services  
6399 Wellington Road South  
London ON N6N 1N6

**Attention: Transportation Review Committee**

8. The Transportation Review Committee will review the submission at its' regular monthly meeting and will respond in writing.
9. The decision of the Transportation Review Committee is final and is not subject to further appeal.