



<b>Document Category:</b>	Policy Statement
<b>Document Name:</b>	Problem Resolution
<b>Approved By:</b>	Board of Directors
<b>Approved Date:</b>	March 2017

## 1. Policy Scope

This policy applies to all parents/guardians and their students within the Southwestern Ontario Student Transportation Services service area.

## 2. Policy Statement

STS plans student transportation in keeping with its standard policies and procedures to ensure consistency and fairness throughout the service area.

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.

Reviews of transportation arrangements are conducted to confirm that technical procedures have been executed properly by STS. Personal family circumstances or requests for special consideration are beyond the scope of a review as those remain family responsibilities.

## 3. Policy Action Items

- ✓ The parent/guardian should review the related policy at [www.mybigyellowbus.ca](http://www.mybigyellowbus.ca). The parent/guardian may contact STS and outline the concern with the Service Coordinator responsible for the area.
- ✓ If the concern is not resolved at that level, the parent/guardian may review the concern with the Senior Service Coordinator.
- ✓ If the concern is not resolved at that level, then the Senior Service Coordinator will provide the parent/guardian with a copy of this policy and a "Request for Review of Transportation Arrangements" form.
- ✓ The parent/guardian will complete the form and will provide details outlining the basis for the request for review, including the related policy, and submit the request to STS.
- ✓ The Manager will review the submission and respond in writing within 15 business days.
- ✓ If the parent/guardian is not satisfied with the Manager's response, then the appeal may be referred in writing to the Chief Administrative Officer ("CAO"). The CAO will provide a written response. The CAO's response is final and not subject to further appeal.



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#### **4. Forms**

There are no public forms associated with this policy.