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	Date : November 11, 2009 Amended : October 23, 2013

Statement	<p>If a parent/guardian disagrees with the manner, in which WESTS have applied the transportation policies and procedures it is possible to appeal such decisions.</p>
Procedures	<p>Appeals of decisions must be made in writing by the parent/guardian and submitted to the General Manager, WESTS. The appeal must include a detailed description of the situation-giving rise to the appeal and the reasons they believe the policy or procedure has not been applied appropriately.</p> <p>The General Manager will provide a written response to the complaint document in the appeal to the complainant within 15 days of receiving the appeal. A copy will be provided to the parent/guardian and the school principal.</p> <p>If the complainant is not satisfied with the General Manager's response, they may appeal, in writing, to the Board of Directors, which will review the facts and render a decision within 30 working days of receiving the appeal.</p> <p>The complainant will be notified in writing of the decision of the Board of Directors and the decision shall be final.</p>

Approved by Motion: #ETC09-07;

Dated: November 20, 2009

Amended by Motion: #GC-11-01

Dated: November 21, 2013