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| Section                                 |  | Page                     |
| <b>COMPLAINT &amp; APPEAL PROCEDURE</b> |  | 1 of 2                   |
|   |  | Date<br>Nov. 19, 2012    |
|   |  | Revised<br>March 8, 2013 |
| <b>STATEMENT</b>                        | A parent/guardian who is in disagreement with the way in which policies and procedures have been applied by the Algoma & Huron-Superior Transportation Services (AHSTS) consortium may appeal that decision.   |                          |
| <b>COMPLAINT PROCEDURE</b>              | <p>The procedure is as follows:</p> <ol style="list-style-type: none"> <li>1. The transportation staff will manage complaints by providing parents or guardians with a complete explanation and, as necessary, a copy of the pertinent Transportation Policy or Procedure. If the parent is not satisfied with that response: <ol style="list-style-type: none"> <li>a) the transportation staff will refer the parent or guardian to the Supervisor; and</li> <li>b) if the complaint is not resolved at that level, the parent or guardian will be given the opportunity to appeal.</li> </ol> </li> </ol> |                          |
| <b>APPEAL PROCEDURE</b>                 | <ol style="list-style-type: none"> <li>2. Appeals must be made in writing and directed to the attention of the Supervisor of the AHSTS consortium.</li> <li>3. Written appeals must include a full description of the circumstances related to the appeal including the basis for the appeal.</li> </ol>   |                          |

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|  | <ol style="list-style-type: none"><li data-bbox="609 268 1333 338">4. The Supervisor will review the appeal and provide a response in writing within fifteen (15) working days.</li><li data-bbox="609 380 1328 520">5. If the parent or guardian is unsatisfied with the Supervisor's response, the appeal may be referred in writing to the Administrative Committee of AHSTS consortium.</li><li data-bbox="609 562 1295 594">6. The Administrative Committee's decision is final.</li><li data-bbox="609 636 1386 705">7. The parent or guardian will be informed in writing of the final appeal decision.</li></ol> |
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