



<b>Complaints and Appeals</b>	DATE: December 15, 2015	REVISED: August 1, 2016
<b>Statement</b>	Tri-Board Student Transportation Services provides a process where parents/guardians can bring forward their transportation concerns for review.	
<b>Procedure</b>	The steps to review parents'/guardians' concerns are as follows: <ul style="list-style-type: none"><li>• The area Transportation Planner will provide parents or guardians with information pertaining to their specific concern.</li><li>• Additional questions will be referred to the Transportation Supervisor(s).</li><li>• Unresolved concerns must be documented and addressed to Tri-Board administration for review at <a href="mailto:info@triboard.ca">info@triboard.ca</a>.</li><li>• The administrative team will confirm the details of their decision in writing.</li><li>• Parents/guardians will be offered the opportunity to appeal to the Chief Executive Officer of Tri-Board.</li></ul>	