

Appeals and Complaints

Procedure 220

Last Reviewed: February 2024

Statement

As per Transportation Policy section 12.0 –*Appeals and Complaints*, appeals and/or complaints regarding transportation eligibility and/or procedures should be submitted in writing to Tri-Board at info@triboard.ca or by mail to PO Box 235 Napanee, Ontario K7R 3M3.

Procedure

A Tri-Board Manager/Supervisor will review the complaint and provide a decision in writing. If parents/guardians are unsatisfied with the decision, they may appeal to the Chief Executive Officer of Tri-Board who will review and provide a written response. If the complainant is unsatisfied with the CEO's response, the appeal may be referred in writing to the Board of Directors for Tri-Board Student Transportation Services Inc.