

# Appeals and Complaints

Procedure 220

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Last Reviewed: 9/23/2025

## 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](mailto:info@triboard.ca) or by mail to PO Box 235 Napanee, Ontario K7R 3M3.

## Procedure

A Tri-Board Manager 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 to in writing to the Member School Board on the Board of Directors for Tri-Board Student Transportation Services Inc.