



Section Appeal Process	Page 1 of 1
	Date : November 11, 2009 Amended : October 23, 2013 Amended : January 20, 2017 Amended : November 11, 2021

Statement	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.
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. The General Manager will forward the appeal to the Board of Directors for review at the board meeting following the receipt of the documentation.</p> <p>The Board of Directors will review the documented facts. If it is deemed that additional information is required directly from the complainant the Board of Directors will request that the complainant attend a subsequent meeting. Upon review of the information the Board will render a decision within 10 working days of the board meeting in which the appeal has been reviewed.</p> <p>The complainant will be notified in writing of the decision of the Board of Directors. All decisions shall be final.</p>

Approved by Board of Directors on April 20, 2017

Approved by Board of Directors on December 2, 2021