

 <p><i>Student Transportation</i> Services of Thunder Bay</p>		Practice Document #: <b>STS-GEN-025.00</b>  <b>Transportation Appeals Process</b>	
Category: <b>General</b>	Document Creation Date: <b>April 2018</b>	Document Last Reviewed: <b>January 2021</b>	Page <b>1 of 2</b>

<b>Statement</b>	<p>Student Transportation Services of Thunder Bay plans student transportation based on its member school boards' joint transportation policy and in keeping with STSTB practices and procedures to ensure consistency and fairness throughout the service area. If a parent/guardian is not satisfied that their students' transportation arrangements are consistent with these policies, practices and procedures, a review of those arrangements can be requested. The consortium provides a process for parents/guardians to appeal a transportation decision.</p>
<b>Practice</b>	<p>The process outlined below applies to all student transportation services arranged by STSTB on behalf of its three (3) member school boards.</p> <p>While every effort will be made to respond expeditiously to the appeals received, the timelines indicated in the process outlined below are subject to change as events relating to student transportation may arise that require the primary focus of STSTB staff.</p> <ol style="list-style-type: none"> <li>1. Parent/guardian discusses concern with a STSTB Transportation Officer.</li> <li>2. If Parent/guardian is not satisfied with Transportation Officer's response, they will be directed to discuss further with the STSTB Operations Officer.</li> <li>3. If parent/guardian is not satisfied with Operations Officer's response, they can appeal to the Consortium Manager in writing who, after receiving the appeal and obtaining all</li> </ol>

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pertinent information from STSTB staff, will make a decision in writing within 10 working days.

- a. Requests for appeals to transportation decisions should be completed **online through the Request for Reconsideration of Transportation Arrangements Form** which can be found under the Policies and Procedures menu in the 'About' page at [www.ststb.ca](http://www.ststb.ca)
  - b. Alternatively, a printable form is available for download or from the school, which can be filled out by hand and mailed or faxed to the Consortium Manager at:  
  

Consortium Manager  
Student Transportation Services of Thunder Bay  
2001-715 Hewitson St  
Thunder Bay, ON P7B 6B5  
Fax: (807) 622-5818
4. If the parent/guardian is not satisfied with the decision of the Consortium Manager, they can make a further written appeal to a designated senior board official of the member board at which their student attends through the Consortium Manager who will provide the appellant with the process for making their appeal and will forward all pertinent documentation including rationale for decisions made by STSTB to the designated senior board official for review.
5. The decision of the senior board official shall be final.

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