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<p>Statement</p>	<p>Parents/guardians may appeal the application of transportation policies and procedures in respect to their child in accordance with the Policy.</p> <p>There is a two step appeal process. Step One (1) is an appeal to the General Manager and Step Two (2) is an appeal to the Board of Directors.</p>
<p>Step 1</p>	<p>If a parent/guardian believes that WESTS has incorrectly applied the transportation policies or procedures in respect of their child, they may contact the General Manager through the general email at info@buskids.ca to request a review and reconsideration of the decision.</p> <p>The parent/guardian should provide the rationale for their request and any supporting documentation to the General Manager.</p> <p>The General Manager may seek additional information from the parent/guardian, WESTS staff or the school. If applicable the General Manager may attend a bus stop or walk path to gather all pertinent information.</p> <p>The General Manager will review the applicable documentation and provide a written decision to the parent/guardian within 10 school days from receiving the email. The decision will be sent to the email from which the appeal request originated. The decision will include any pertinent documentation that was considered when making a decision regarding the appeal.</p> <p>If the parent/guardian disagrees with the General Manager’s decision they may proceed to Step 2 and file an appeal to the Board of Directors. Such appeals must be filed within 30 days of receiving the written decision.</p>
<p>Step 2</p>	<p>Appeals of Step 1 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 correctly.</p>



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	<p>The General Manager will forward the appeal, including all documentation related to the Step 1 level appeal, to the Board of Directors for review at the next board meeting following the receipt of the appeal documentation from the parent/guardian.</p> <p>The Board of Directors will review all documentation submitted.</p> <p>The Board of Directors has discretion to request that either the parent/guardian or the General Manager submit additional written information and/or to request a parent/guardian attend a meeting if the Board or Directors determines that it requires additional information directly from the parent/guardian.</p> <p>Upon review of the information before it, the Board of Directors will render a decision within 10 school days of the meeting in which the appeal has been considered.</p> <p>The parent/guardian will be notified in writing of the decision of the Board of Directors. The decision of the Board of Directors is final.</p>
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