School Transport Appeals
A Guide for Parents and Carers

SUMMARY
This document summarises the School Transport Appeals process.

OWNER
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Brighter Futures for Children
Civic Offices, Bridge Street,
Reading RG1 2LU

Company number 11293709
1. Making an Appeal

If your child is not offered assistance with school transport or the transport being provided is unsuitable, you do have a right to appeal against this decision.

This guide will take you step by step through the appeal process.

If you wish to make an appeal please submit an appeal form to the School Transport Service. Appeals should be submitted online – please visit the Brighter Futures for Children website www.brighterfuturesforchildren.org and search for ‘School Transport Appeals’. Alternatively a form can be obtained from the School Transport Service (see contact details below).

If you find there is additional information you would like to submit after you have returned your appeal form, please email or post your documents to us as soon as possible:

School.transport@brighterfuturesforchildren.org

School Transport Service
Brighter Futures for Children
Civic Offices
Bridge Street
Reading RG1 2LU

Tel: 0118 937 2542

2. Grounds for Challenge

You can challenge on one of the following grounds:

- That the policy has been incorrectly applied
- That the policy has been properly applied but there are exceptional circumstances

2.1. Stage One

A challenge should be submitted within 20 working days from the receipt of the Authority’s written decision. The Statement should include any personal circumstances you feel should be considered, accompanied by any additional supporting evidence from professionals.

The decision will be reviewed by a Reviewing Officer within 20 working days of receipt of the request and parents/carers will be notified in writing.

Transport assistance, if awarded, will normally take the form of a bus pass. If other provision is being sought, the request should form part of your submission.

2.2. Stage Two

If you wish to challenge the Stage One decision by the Reviewing Officer, you have 20 working days from receipt of the Stage One decision to submit your intention to progress your case to Stage Two, where your case will be reviewed by an Officer Panel headed by a Manager and the Lead Member for Education.

You will get the opportunity to submit additional information.

The Stage Two review will take place within 40 working days of receipt of our request. Prior to the case being heard, a full copy of all correspondence will be sent to you.
A letter will then be sent outlining the Panel’s decision.

2.3. Local Government Ombudsman

If the challenge is unsuccessful and you believe there has been an administrative fault with the way Brighter Futures for Children has handled your appeal, you may contact the Local Government Ombudsman who investigates complaints about Councils:

PO Box 4771, Coventry CV4 0EH (Tel: 0845 602 1983) www.lgo.org.uk