



School Transport Appeals

A Guide for Parents and Carers

SUMMARY

This document summarises the School Transport Appeals process.

OWNER

Anne Tarrant

VERSION

V4.0

DATE

June 2023

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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. (A hard copy can be supplied on request).

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

Any challenge to the Stage One Reviewing Officer's decision should be made within 20 working days from receipt of the Stage One decision. The parent should request that their appeal be progressed to Stage Two where it will be reviewed by an Independent Officer Panel headed by the Director of Education.

Parents can submit additional information and will be invited to attend. Officers on this panel will have had no involvement in the original decision making. The appeal date will be within 40 working days of receipt of your request and any additional supporting information. Prior to the case being heard, a full copy of all correspondence will be sent to the parent.

Minutes will be made and a letter will be sent to the parent within 5 days of the hearing, outlining the details of the discussion and confirming the decision.

If an award is made for a time limited period, a review of the original decision will be undertaken by the Director of Education and panel members. The papers will be circulated to the panel, giving sufficient time to review before the end of the agreed provision. Parents will be advised prior to the review and given the opportunity to submit additional information or an update on their circumstances.

2.3. Local Government & Social Care 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 & Social Care Ombudsman (LGSO) who investigates complaints about Councils:

PO Box 4771, Coventry CV4 0EH (Tel: 0300 061 0641) www.lgo.org.uk