

APPEALS PROCESS FOR HOME TO SCHOOL TRANSPORT

Home to School Transport Application is refused, or the parent /carer feels the mode of transport offered by the local authority is unsuitable



Parent challenges (within 20 working days)

Parent challenges the decision made on the basis of:

- Entitlement
- Distance measurement
- Route Safety
- Consideration of exceptional circumstances



Stage 1 (within 20 working days): Review by a senior officer

A senior officer reviews the original decision to refuse transport eligibility and notifies the parent/carer of the outcome in writing. The notification must include detailed reasoning for the decision made and if applicable, the option to escalate to Stage 2 of the review process (an appeal panel)



Parent challenges (within 20 working days)

Parent sends notification of their decision to escalate to Stage 2



Stage 2 (within 20 working days): Review by an appeal panel

Independent appeal panel considers parents written case and the previous decisions made. The officers who made the previous decisions must not sit on the Panel as the appeal panel must be independent and suitably qualified



Independent appeal panel sends decision letter to parent/carer (within 5 working days) including how to escalate the case to the Local Government Ombudsman (LGO)