

Home to school travel and transport: flowchart of the review/appeals process

Officer A declines a parent's school travel application or offers travel arrangements that a parent considers unsuitable.



Within 20 working days of receiving Officer A's decision, the parent submits their written appeal.



Stage one: review by a senior officer

Within 20 working days of receiving the parent's request, Officer B (a senior officer) reviews Officer A's decision and notifies the parent in writing of the outcome.



Within 20 working days of receiving Officer B's decision, the parent submits written notification that they wish to escalate the matter to stage 2.



Stage two: review by an independent appeal panel

Within 40 days of receiving the parent's notification, an independent appeal panel considers written/oral representations from the parent, Officer A and Officer B, and reaches a decision.



Within 5 working days of reaching their decision, the independent appeal panel notifies the parent in writing.



A parent may make a complaint to the LGSCO if they feel the local authority has made a mistake in the way it has handled their case; or may request a judicial review if they believe the decision to refuse travel is flawed on public law grounds.