

Best Practice re School Transport: Appeals v Complaints

When deciding how to deal with and respond to communication regarding school transport (Mainstream, Post 16 and SEND) the following guidance will be used by staff.

Appeals are to challenge decision

Complaints are to raise concerns regarding process or quality etc.

Appeals Process

Parents/carers should use the appeals process to challenge any of the following:

- Transport arrangements offered e.g. bus transport where a taxi is requested.
- Transport to establishments other than school e.g. child care centres
- Eligibility
- Distance of the route
- Safety of the walked route

Parents/carers can take a case to appeal on the grounds of choosing a school which is not the normal or nearest one. However the appeals committee are not able to make a decision on the suitability of a particular school for a pupil, they can only consider exceptional circumstances that might warrant a departure from policy.

Complaints Process

Parents/carers should use the complaints process to raise concerns or issues about the following:

- Transport arrangements not to standard expected (e.g. seatbelts, steps into transport)
- Transport administrative process.

Please note that complaints received regarding the home to school transport policy (including denominational transport) cannot be investigated through our complaints procedure. Any such complaints will be logged as a query/comment and a response will be provided by an appropriate member of staff as to why that policy is in place.