

School Travel Review Process

A transport officer (Officer A) has assessed an application received via the transport portal and declines the school travel application

A parent can challenge the decision within 20 working days of their refusal letter via www.suffolk.gov.uk/schooltravelreview. A challenge can be on the following grounds:

- ✓ The travel arrangements offered
- ✓ Their child's eligibility
- ✓ The distance measurements in relation to the statutory walking distances
- ✓ The safety of the route

Once the school travel review form has been received it will be reviewed by a Senior Officer (Officer B) within 20 working days of the date of receipt. They will advise of the next step for a stage 2 review.

Appeal or Complaint?

Appeal - Stage 2 response within 40 working days of the date of receipt.

Complaint - Stage 2 response within 20 working days of date of receipt.

Individual Needs Travel Panel (INTP)

This is a panel of officers that are independent of the original decision-making process and consider requests for any pupil with exceptional circumstances not supported by any other service where transport to a specialist nursery, school or post-16 provision is a barrier.

Representatives from: Children and Young People's Services (Admissions, SEND and Suffolk Family Focus Attendance Service) and Passenger Transport.

Travel Officer Panel (TOP)

This is a panel of officers that are independent of the original decision-making process and consider requests for school travel for pupils aged 5-16 attending their nearest suitable school or Transport Priority Area school* (but not for safety of the route).

Representatives from: Suffolk Legal, Children and Young People's Services (Admissions and SEND) and Passenger Transport.

*Transport priority areas (TPAs) will not apply with effect from September 2019

Education Transport Appeals Committee (ETAC)

This is a panel of 3 County Councillors.

All Road Safety cases for children attending their nearest suitable school are heard by this panel along with requests for pupils with any exceptional circumstances.

You may make verbal representation to this panel if your child attends their nearest suitable school.

If you have been refused SCC funded school travel and you think that the policy has not been applied correctly and/or you are not happy with the service you have received you can make a complaint.

To make a complaint please complete the online form at www.suffolk.gov.uk/feedback or contact

☎ 0345 2661821