National Offer Day
Secondary from Monday 2 March 2020
Primary from Thursday 16 April 2020
If your child is eligible for SCC funded school travel we will contact you by e-mail
Opt-in for school travel
Secondary from Wednesday 4 March 2020
Primary from Thursday 16 April 2020
Application assessed
Within 20 days of submitting application
Application successful
Notification in Citizen Portal
Within 20 days of completing application
A travel pass will be issued using existing photo unless a new photo is submitted.
Upload photo by Tuesday 30 June 2020
You will be sent a travel pass between July and August 2020
Check school bus timetables on suffolkonboard.com
You can ask for a review within 20 days of stage 1 review being refused*
STAGE 1 REVIEW successful
Notified of outcome within 20 working days of submission
Stage 1 review unsuccessful
Notified of outcome within 20 working days of submission
Stage 1 Review unsuccessful
You can ask for a STAGE 2 APPEAL within 20 working days from stage 1 review being refused*
Stage 2 Appeal successful
STAGE 2 APPEAL will be heard by Transport Officer Panel or Education Transport Appeals Committee
Within 40 working days from submission
Stage 2 Appeal refused
We will let you know the outcome of your appeal and what your next steps are
Within 5 working days from decision
STAGE 2 APPEAL refused*
In accordance with the Department for Education (DfE) guidance, any stage 1 review or stage 2 appeal received outside of the statutory 20 working days will not be considered.

* Please Note

Stage 1 review
Stage 2 appeal