You are entitled to challenge the local authority's decision to refuse to provide assistance with transport for your child to school. You can challenge a decision on the following grounds:

- The transport arrangements offered
- Your child's eligibility
- The distance measurement
- The safety of the route

Please note that there is no right of review to appeal where a child's pass has been withdrawn either temporarily or permanently on the grounds of unacceptable behaviour. There is also no right of review to appeal where you have been refused a spare seat on a vehicle.

The process is made up of two stages.

**Stage one – Review of decision**

You have 20 working days from receipt of the local authority's home to school transport decision to make a written request asking for a review of the decision.

You must make this request in writing by email or post to the address below.

Your written request should detail why you believe the decision should be reviewed and give details of any personal and / or family circumstances you believe should be considered when the decision is reviewed.

Within 20 working days of receipt of your written request, a senior officer will review the original decision and will send you a letter detailing the outcome of the review, which will set out the following information:

- The nature of the decision reached
How the review was conducted
Information about other departments and / or agencies consulted as part of the process
What factors were considered
The rationale for the decision reached
Information about escalation to stage two, if appropriate.

Stage two – Appeal

You have 20 working days from receipt of the local authority's decision following a review of the original decision to make a written request to escalate the matter to appeal.

You must make this request by completing the Home to School Transport Appeal form.

Within 40 working days, a Service Appeals Committee (SAC), made up of three members of the County Council, will be convened to consider your application, including any previous information provided at both application and review stages of the process. You will be invited to attend this hearing to present your case.

The two grounds on which the SAC can allow an appeal are as follows:

- That the local authority (LA) has not applied its Home to School Transport Policy correctly
- That there are compelling grounds to justify making an exception to the terms of the Home to School Transport Policy

If you cannot provide evidence in support of either of these two grounds, your appeal will not succeed.

You will receive a letter detailing the outcome of the appeal hearing, which will set out the following information:

- The nature of the decision reached
- How the review was conducted
- Information about other departments and / or agencies that were consulted as part of the process
- What factors were considered
- The rationale for the decision reached
- Information about escalation to the Local Government Ombudsman.
At least 5 working days before the appeal hearing, you will receive the statement being submitted to the SAC by the LA. This statement will set out the LA’s reasons for not granting home to school transport for your child. You will also receive information about the procedure for the appeal hearing.

When you request a review in writing, please give as much information as you can about why you feel this decision should be reviewed and provide as much evidence as possible to support your case.

When you complete the appeal form, please give as much information as you can about why you feel this decision should be reconsidered and provide as much evidence as possible to support your case.

If you require any further advice on the above processes, please get in touch.

**Contact**

Home to School Transport Reviews and Appeals  
Box No. OCT1221  
The Octagon, Shire Hall  
Castle Hill  
Cambridge  
CB3 0AP  

Email: [email protected]  
Telephone: 01223 699 790