

## Travel assistance appeals guidance notes

### For Special Educational Needs (SEN) travel assistance from home to school or college

Appeals should be submitted within **20 working days** of parents or carers receiving a decision about travel assistance.

Appeals can be made against how the home to school policy is used. But appeals cannot be made about the policy itself.

You will need to explain the exact and full reasons for your appeal.

## Appeal stages

The appeals process has 2 stages.

### Stage 1

The deputy head of service will consider your appeal within **20 working days** of receiving the appeal form. Parents or carers will receive confirmation that the appeal is under review.

Further evidence may be requested to support the appeal. Consultation with caseworkers and professional bodies may also be required.

A decision and notification will be made within **20 working days** from receipt of the appeal form.

If you remain dissatisfied with the outcome, then you should notify us in writing within 20 working days of receiving the appeal decision.

### Stage 2

If you are not satisfied with the outcome of your appeal at stage 1, the appeal moves to stage 2. Your appeal will then be reviewed by an independent panel.

A stage 2 appeal will consider all the information provided by parents or carers.

A decision will be made within **40 working days** of receiving the stage 2 request.

## What we will take into account

We will consider:

- if your application has been refused, because the distance from home to school or college is less than the statutory walking distance
- any individual family circumstances, such as significant behavioural or physical needs that may prevent a parent or carer from getting a child or children to school

We will also consider additional supporting written evidence from education or healthcare professionals, schools, parents or carers.

This includes evidence:

- about a child's special needs or medical condition prevents the child from walking to school or using public transport
- that there would be health and safety risks to the child or others if they travelled to school without support
- the parents' or carers' individual circumstances prevent them from taking or accompanying their child or children to school or college
- about any other extraordinary individual circumstances

## What we will not take into account

Consideration will **not** normally be given to:

- personal circumstances with drop-off and collection points and times
- help with attendance issues – parents or carers are legally responsible for ensuring their child or children attend school regularly
- the parents' or carers' working pattern
- the cost of public transport, or if the parent or carer has children attending more than one school

During the appeal stages:

- travel assistance will not be provided
- changes to existing travel assistance will not be made

It is important to submit all aspects of your appeal in full. In some cases, we may need to obtain statements from other parties if this is appropriate. You will be sent copies of any additional correspondence that we receive.