Home to school travel and transport: flowchart of the review/appeals process

Officer A declines the home school travel application or offers travel arrangements the parent considers 'unsuitable'

Parent challenges (within 20 working days)

Parent challenges officer A's decision on basis of:

- entitlement
- distance measurement
- route safety
- consideration of exceptional circumstances

Stage 1 (within 20 working days): Review by a senior officer

Officer B (a senior officer) reviews officer A's decision and sends the parent a written notification of the outcome including:

- · detailed reasoning for decision made
- notification of option to escalate to stage 2 (an appeal panel)

Parent challenges (within 20 working days)

Parent challenges officer B's (the senior officer) decision

Stage 2 (within 40 working days): Review by an appeal panel

Independent appeal panel (officer A or B must not sit on panel) hears written / verbal representation from parent. The appeal panel is independent of the process to date and suitably qualified

Independent appeal panel sends decision letter to parent (within 5 working days), including how to escalate the case to Local Government Ombudsman (LGO)