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'

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Parent challenges (within 20 working days)

Parent challenges officer A's decision on basis of:

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

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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)

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Parent challenges (within 20 working days)

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

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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

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