Halton Local Offer



Assisted Travel Appeals Process

Parents and carers can appeal to Halton Borough Council through the following appeals procedure. Please read this in conjunction with the <u>Home to School Travel</u> and <u>Transport Policy</u>.

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

Parent Challenges (within 20 working days)

Parent/Carer challenges on the basis of Officer A's decision on the 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/carer a written notification of the outcome including:

- Detailed reasoning for decision made
- Notification of option to escalate to stage 2 (an appeal panel)

Parent/Carer challenges (within 20 working days)

Parent/Carer 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 the panel) considers written representation from parent/carer. The appeal panel is independent of the process to date and suitable qualified

Independent Appeal Panel sends decision letter to parent/carer (within 5 working days), including how to escalate the case to Local Government Ombudsman (LGO)

Notes:

- Officer A refers to the Assessing Officer in the Council's Transport Co-ordination Department
- Officer B refers to the Council's Lead Officer, Transport Co-ordination
- Independent Appeal Panel refers to the Operational Director Education, Inclusion & Provision and the Portfolio Holder for Children and Young People