



## HOME TO SCHOOL TRAVEL ALLOWANCE

### COMPLAINTS

#### ELIGIBILITY FOR HOME TO SCHOOL TRAVEL ALLOWANCE

- If you are unhappy with the decisions about eligibility to home to school travel allowance, please contact the home to school travel administrator on 01720 424046 or email [hometoschooltravel@scilly.gov.uk](mailto:hometoschooltravel@scilly.gov.uk) and explain the problem fully. The decision will be reviewed, and if this can be resolved, this will be done as soon as possible. If the decision remains the same you will be told why.
- If you are still unhappy you can lodge a complaint on the Council of the Isles of Scilly website using the complaints page or you can collect a complaints form from the Town Hall, you could also ring 01720 424046 and request that a complaints form be sent to you.
- Please provide supporting evidence e.g. a letter from a doctor to support a medical condition, a letter from the school to evidence bullying, benefit evidence to support financial circumstances etc. The information that you supply will be treated as strictly confidential.
- Your complaint will be reviewed by a senior officer and you will receive a letter of the decision of the review.
- If, after the complaint has been reviewed by the senior officer you are still unhappy with the decision, there is a further stage of appeal to the Elected Members for the Children and Young Peoples Committee. Details of the appeals procedure are available here [www.scilly.gov.uk/hometoschooltravelappeals](http://www.scilly.gov.uk/hometoschooltravelappeals) or you can call 01720 424046 for advice or to request that the appeals process is sent to your home address.

#### TRANSPORT PROVISION

Home to school travel allowance on the Isles of Scilly will be by way of a payment to the parent or guardian/carer of the eligible child at 40p per mile made by the Council of the Isles of Scilly. Parents can then use this money to pay for petrol or to use a privately hired vehicle, as there are not any Council registered taxi's on the Isles of Scilly the Council can not hire vehicles for eligible children to use.