



London Borough  
of Hounslow

# What to do if you don't like our decision about extra help with travel from Home to School



# About this booklet



**London Borough  
of Hounslow**

We are the London Borough of Hounslow.



The law says we have to help children and young people with travel to school or college. There are rules we have to follow when we decide what help you can have.



If you don't agree with our decision, you can ask us to think about it again.



This booklet tells you how to ask us to think about our decision again, and what happens next.

# What you need to do



If you ask us for extra help with travel, you will get a **decision letter** from us. In this letter we might say no or we might give help that is different to what you wanted.



If you don't agree with our decision, you need to tell us within 20 working days from the date on the decision letter. This is about 4 weeks.



We will say in the decision letter how you can contact us. You should send extra information to us about why you don't agree with our decision.



While you are waiting for us to think about the decision again, you will get the help that we said in your decision letter.

# Stage 1 – Review



Our first stage is to **Review** the decision. This means a Manager will look at the decision again. The Manager was not involved in the decision before.



The Manager will make a decision, and will send you a **review letter**. They will do this within 20 days from when you asked. Sometimes this might take longer if they have to wait for more information from you.



The review letter will tell you what the new decision is and why. The review letter will also tell you what to do if you don't agree with the decision again.



If you don't agree with our new decision, you can tell us. This must be within 20 working days from the date of the review letter. We will say in the letter how you can contact us. If you do this you will move to Stage 2.

# Stage 2 – Appeal



Stage 2 is called an **Appeal**. This means we organise a group of 3 different Managers to look at the decision again. These Managers were not involved in the decisions before.



This group of Managers will organise a meeting within 40 days from when you asked. This is about 8 weeks.

At this meeting they will

- listen to you and your family
- listen to the people who made the last decisions
- check the rules to make sure the correct decision is made now.



After this meeting they will send you a **final letter** with a decision. They will send this within 5 working days. This is about 1 week. This decision is final.

The full version of this document is called  
" Consultation June/July 2019  
Travel Assistance Reviews and Appeals Process"