Parent/Carer submits a Stage One Transfer Case Review (TCR) form setting out:

- Details of any extenuating circumstances which might warrant an exception being made to the policy; or
- Reasons why they believe the initial transport assessment to be incorrect; or
- Details of why they believe the walking route to be unsafe – only valid where transport has been refused due to the shortest walking route being under the statutory distance.

TCR reviewed by Senior Officer (within 20 working days upon receipt of request).

- Travel assistance agreed
- Travel assistance refused

Outcome letter issued within 5 working days of TCR confirming duration of exceptional transport.

Surrey’s Transport Coordination Centre make transport arrangements but these might take up to 10 days.

Parent/Carer submits a Stage Two MCR form.

MCR hearing held within 40 working days of request (parent/carer attendance optional).

- Travel assistance agreed
- Outcome letter sent to parent by clerk within 5 working days of MCR
- Travel assistance refused

Outcome letter sent to parent by clerk within 5 working days of TCR confirming duration of exceptional transport.

Stage One-Transfer Case Review form must be returned with details of the case within 20 working days from receipt of the original transport decision.

Stage Two MCR form must be submitted within 20 working days from receipt of the TCR decision.

Please note!

Special consideration and Appeals where transport from home to school/college has been refused.