

Home to school transport policy for children of compulsory school age



Date: 14 November 2023

Document purpose

This policy sets out the legal responsibilities that East Sussex County Council (the Council) has with regards to providing assistance with transport to/from school or another education setting for children living in the Council's administrative area.

It reflects the requirements of the Education Act 1996 and the Education and Inspections Act 2006 (as amended). It also has regard to the Department for Education's statutory guidance issued in June 2023.

Accessibility

Please [contact us](#) if you'd like this document translated into another language or need other assistance reading this document.

Contents

Contents	1
1. Introduction	2
2. Qualifying for home to school transport	2
3. Discretionary travel	5
4 Occasions when transport is not supplied or withdrawn	6
5 Operational standards and practices	8
6 Review of transport provision	10
7 Support in further education	10
8 Policy changes	11
9 Appeal process	11
10 Complaints	12

1. Introduction

- 1.1 Parents and carers have a legal responsibility to ensure their children attend school regularly. For most parents, this includes arranging travel to and from school, meeting the costs involved and accompanying their child(ren) as necessary.
- 1.2 In some cases, the Council has a duty to provide suitable free school transport. Transport is provided in the most cost effective and appropriate way for the child's needs. This policy specifies the categories of eligible children, ways in which free travel may be provided, circumstances when assistance is not provided, how to appeal a decision and the complaints procedure.
- 1.3 Separate documents set out the provision for children and young people with Special Educational Needs and Disabilities (SEND) of compulsory school age (up to Year 11 pupils), young people of sixth form age and adult learners. Find out more on our [School transport policies](#) download page.

2. Qualifying for home to school transport

- 2.1 Eligible children are defined as children of compulsory school age who attend their nearest suitable or designated school and:
 - the school is beyond the statutory school distance; **or**
 - they cannot reasonably be expected to walk to their school because of their special educational needs, disability or mobility problem; **or**
 - they would not be able to walk to their school in reasonable safety.
- 2.2 Children can also qualify for assistance under 'extended rights' eligibility (see paragraphs 2.21 - 2.23 below).

Nearest suitable or designated school and statutory school distance

- 2.3 Free transport is provided if their nearest suitable or designated school, measured from the child's home to the nearest available entrance to the school, is:
 - Beyond 2 miles (if below the age of eight); **or**
 - Beyond 3 miles (if aged between eight and 16).
- 2.4 The nearest suitable school is the school closest to the child's home that is suitable to the child's age, ability, aptitude and any special educational needs they may have. A designated school serves the area in which the child lives and is suitable for the child. If there is more than one school serving the area, the nearest to the home will be used for transport eligibility purposes.
- 2.5 Distances are measured by the shortest available walking route using our Geographical Information System (GIS), taking account of public footpaths, bridleways and public rights of way up to the statutory distances of 2 and 3 miles. Beyond these, the measurements used are road routes only. This calculation method is designed to establish which school is the closest school for transport purposes. It does not take account of the nature of the route as there is no expectation that the route will be walked. Route safety is dealt with under paragraphs 2.17-2.19 in cases where children live within the statutory distance of their nearest suitable school.
- 2.6 Parents should note that home to school distances may change over time due to improvements in GIS accuracy or where new developments and infrastructure reveal

new routes. As a result, the Council regularly updates its mapping data to ensure distance measurements are made using the most accurate data available. This may mean in some cases parents will find the eligibility changes between an older and younger sibling.

- 2.7 We will not usually provide free transport between home and school for children who attend schools other than the nearest suitable or designated school unless families have used all their preferences to apply for schools which are closer to the family home than the school the child attends.
- 2.8 You can apply for travel assistance due to home to school distance *<insert link when online form is ready>* If you do not have access to the internet, please contact the Admissions Team on 0300 330 9472.

Special educational needs, disability or mobility problem without an Education, Health and Care plan (EHC plan)

- 2.9 A child is eligible for free travel to school if:
 - they attend their nearest suitable school, and
 - it is within the statutory distance of their home, and
 - they could not reasonably be expected to walk there because of their special educational needs, disability or mobility problem.
- 2.10 Eligibility is assessed on a case-by-case basis to establish if a child cannot reasonably be expected to walk. The assessment takes account of the child's physical ability to walk to school and any health and safety issues related to their special educational needs, disability or mobility problems.
- 2.11 To assist in determining a child's physical ability, we will need to see medical evidence from a consultant or GP confirming the medical condition and any relevant facts regarding or impacting upon mobility.
- 2.12 A fee may be charged for supplying the medical evidence and parents need to cover any costs. We will also need to know how long transport assistance is required and an indication of what type of travel is appropriate.
- 2.13 Assistance can include temporary mobility problems although it is not always possible to make travel arrangements before the child has recovered.
- 2.14 All cases where transport is agreed will be reviewed regularly unless it is a time-limited offer of support.
- 2.15 You can apply for travel assistance due to SEN, disability or mobility problem *<insert link when online form is ready>* If you do not have access to the internet, please contact the Admissions Team on 0300 330 9472.
- 2.16 For children with an EHC plan, the application process is different. You can apply at [How to apply | East Sussex County Council](#) You will also find links to the full policy for Travel assistance for children of compulsory school age with an Education, Health and Care plan (EHC plan).

Walking in reasonable safety

- 2.17 This relates to children who live within the statutory distance and attend their nearest suitable or designated school. Assessments do not determine whether a route is "safe" or "dangerous". All roads may be thought of as presenting some element of road safety risk, whether they are heavily trafficked urban routes, or

more lightly trafficked rural routes. Instead, the assessment determines whether transport should be provided because a child's **only** walking route presents specific road safety hazards.

- 2.18 Where parents have reservations about the suitability of a route, the Road Safety Team will look at the relationship between pedestrians and traffic and will make a formal assessment based on national guidance. Issues surrounding personal security do not form part of the assessment and the Council is able to assume that a child is accompanied by a responsible person. There is no requirement for a route to be lit and temporary closures such as road works or flooding are not considered in the formal assessment. Assistance will not be provided if alternative routes are available within the statutory distance.
- 2.19 Parents are responsible for ensuring their child has suitable clothes and equipment for the journey (for example, boots, wet weather clothes, reflective bands, torch, etc) and national guidance is quite clear that conditions such as muddy footpaths or lack of street lighting do not mean that a route is not available. Available routes include crossing fields, wooded areas, bridleways, public footpaths and public rights of way.
- 2.20 You can apply for travel assistance due to route safety *<insert link when online form is ready>* If you do not have access to the internet, please contact the Admissions Team on 0300 330 9472.

Extended rights eligibility (low-income grounds)

- 2.21 Free transport is arranged for pupils entitled to [free school meals](#) or whose parents receive the maximum level of Working Tax Credit* in the following circumstances:
- The nearest suitable school is beyond two miles, by the shortest walking route (for children over the age of eight and under 11); or
 - The school is between two miles (shortest walking route) and six miles (by road) (if aged 11 to 16 and there are not three or more nearer suitable schools); or
 - The school is between two miles (shortest walking route) and 15 miles (by road) and is the nearest school preferred on the grounds of religion or belief (aged 11 to 16). Confirmation of baptismal status or support from the parish priest or minister of religion is required.
- 2.22 Transport is considered on a case-by-case basis and not on a family basis and it is not uncommon for one child in a family to qualify for free transport while another does not qualify. Factors include whether a school is available (this can change year on year) and whether the school is on a split site where the distance is different.
- 2.23 *You can tell if you are in receipt of the maximum WTC from your tax credit award notice issued by HM Revenue and Customs. Part 2 entitled 'How we work out your tax credits' includes details of WTC elements other than childcare. It then lists 'any reduction due to your income'. You are in receipt of the maximum where the reduction shows as £0. Alternatively, you will be on the maximum if your assessed income is below the £7455 threshold (2023/24).
- 2.24 You can [apply for travel assistance due to family income](#). If you do not have access to the internet, please contact the Admissions Team on 0300 330 9472.

Timing of assessment for transport eligibility

- 2.25 For the large majority of cases, eligibility for free school travel is assessed following the normal school admissions round when places are offered for children starting primary school or transferring to secondary school. As the Council co-ordinates school place offers, we are able to identify which school is the nearest suitable and whether a place is available.
- 2.26 In some cases, eligibility is assessed at other times, for example due to a family moving into the area during the school year.

Other circumstances where transport may be offered

- 2.27 The general expectation is that a child will be accompanied by a parent where necessary, unless there is a good reason why it is not reasonable to expect the parent to do so, for example, if a parent's disability prevents them from accompanying their child to school.
- 2.28 Reasons such as the parent's working pattern, caring responsibilities or the fact they have children attending more than one school will not normally be considered good reasons for a parent being unable to accompany their child. These apply to many parents and, in most circumstances, it is reasonable to expect the parent to make suitable arrangements to fulfil their various responsibilities (for example, their responsibilities as an employee and as a parent.)
- 2.29 If you are prevented from accompanying your children on the home to school journey because of a disability*, we may be able to provide travel assistance for children under 11 if all other solutions have been investigated. For example, if arrangements with another parent or discussions with the school about travel options have been unable to provide a solution.
- * a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities.
- 2.30 To receive help, your child must be attending their nearest suitable or designated school. We will then look at the distance to school. Where the distance is very short, assistance may not be agreed, especially for a child in Year 5 or 6.
- 2.31 You can apply for travel assistance due to SEN, disability or mobility problem *<insert link when online form is ready>* If you do not have access to the internet, please contact the Admissions Team on 0300 330 9472.
- 2.32 Please attach medical evidence from a consultant or doctor which must not be older than three months from the date of application. Please note that a fee may be charged for supplying the medical evidence and you would need to pay any costs. Transport cannot be arranged until the medical evidence is provided.

3. Discretionary travel

Children in Reception classes who are below compulsory school age

- 3.1 Children who have not reached compulsory school age are not entitled to free transport. However, assistance is given at no charge where the child would be entitled to free transport on attaining compulsory school age.

Vacant seats scheme

- 3.2 Requests are sometimes received from parents who would like their children to use a school coach when they do not qualify for travel assistance. If spare places are available, a travel permit can be purchased. This is only available on timetabled coaches.
- 3.3 Payment must be made in advance and the cost from September 2023 is £188.70 per term for a secondary school student and £94.35 per term for primary school children (based on the six-term year).
- 3.4 A second or subsequent child from the same family will be charged at £141.53 (secondary) and £70.76 (primary). These costs are reviewed yearly.
- 3.5 Where there is more demand for places than seats available, the following priorities will be applied to decide who can travel:
- 1) If students are attending their designated school but are not eligible for free school transport, then those living furthest from the school are given priority.
 - 2) If students are not attending their designated school, then those living nearest to the school are given priority.
- 3.6 Places on hired vehicles cannot be guaranteed. We will have to withdraw the vacant seat offer if we need the seat for someone else who qualifies for free transport or if we no longer have anyone on the route that qualifies for free transport. ESCC will give as much notice as possible however the minimum notice given will be one week. Full details of the Vacant Seats Scheme are available online at: [Information about buying a vacant seat on school transport](#)

4 Occasions when transport is not supplied or withdrawn

- 4.1 Our duty is to provide transport to get children to and from school at the beginning and end of the school's published day.
- 4.2 It is the responsibility of parents or carers or schools to arrange and pay for transport at other times. Specific examples of where transport will not be provided by the Council include:
- Temporary addresses. This is a domestic matter for families to resolve.
 - School-to-school placements. This is the responsibility of the school where the child is on roll.
 - Journeys to and from other destinations. Transport is not offered to or from points other than the school/ education centre and home or pick up/drop off points.
 - Dissatisfaction with the nearest suitable/designated school. If a child has experienced difficulties at the nearest suitable/designated school and has moved schools for this reason, this does not create an entitlement to free transport.
 - To take account of work/business commitments or domestic difficulties of parents/carers.
 - To accommodate attendance at breakfast clubs, after-school activities or homework clubs.
 - Before or after medical appointments

- To accommodate work experience or off-site educational placements
 - For pre-course visits, ‘taster’ days or parents’ evenings/visits
 - In the event of sickness where a child has to be collected from school
 - In the event of a fixed term exclusion where a child has to be collected from school
 - Specific exam timetables that start or finish outside of the normal school day
 - School trips or educational visits
 - Part-time attendance unless the Council considers it necessary for a child with a medical condition which means they are not well enough to attend school for the whole day.
- 4.3 It is the Council’s policy to withdraw any transport that has been issued in error. If we find it necessary to withdraw your child’s transport, we will write to you giving you the reason. We will also give a minimum of 2 weeks’ notice to enable you time to make your own alternative arrangements.

Other factors for parents to be aware of

Definition of home address

- 4.4 Occasionally a child will have more than one address, for example, because they live with parents who have different addresses. In this situation, the address used for determining transport will be the one at which the child spends most of their time including weekends and school holidays as well as during the week. The Council may include factors such as where the child is registered with a doctor, which parent receives child benefit or which address was used when the school place was offered to decide which address to use. In cases where parents state the child splits their time equally between addresses, the Council will use the address which is closer to the school attended for transport eligibility purposes.

Denominational primary schools

- 4.5 There is no policy to support children attending a denominational church aided primary school for reasons of religion or faith.

Independent or private schools (including nurseries)

- 4.6 Assistance is not given to children attending schools in the private sector unless the placement has been named in Section I of the child’s EHCP and the transport criteria have been met.

Timeframe for processing applications

- 4.7 Applications are processed in two stages. Stage one is determining eligibility. Officers will decide if there is an entitlement under the policy and aim to reach a decision within 10 working days of receiving an application.
- 4.8 Stage two involves determining which mode of travel is appropriate. This can typically take up to 10 working days once transport has been authorised by a designated officer.
- 4.9 Whilst every effort will be made to complete the transport arrangements as quickly as possible, you will need to make your own travel arrangements until the travel permit or hired service is available.

5 Operational standards and practices

Types of travel assistance for eligible children

- 5.1 It is for the Council's Transport Hub to identify the most suitable, cost-effective mode of transport to get pupils between home and school, taking account of any special arrangements to support the child's particular needs. Once this task has been completed, the Transport Hub will contact parents by email or letter to advise them of the arrangements. Parents are not able to choose which form of transport or specific vehicle their child will travel on.

Public services and school coaches

- 5.2 In most cases, we provide a ticket for use on public transport or provide a seat on a hired coach. Transport arrangements will operate to and from a reasonable proximity to the home address and the school (typically no more than one mile at either end), will run at times compatible with the school and not demand excessive waiting time, should not require a child to make several changes on public transport and not result in an unreasonably long journey time. The responsibility for ensuring a child's safety in getting to and from the pick-up point rests with the parent/carer.
- 5.3 As a general guide, the maximum journey time for a child of primary school age should be 45 minutes each way, and 75 minutes each way for a child of secondary school age, including any time taken to walk to a pick-up point, but there will be circumstances in which this is not possible, for example in rural areas where children live in remote locations, where a child needs to travel a long way to the school named in their EHC plan, or when journey times are extended by traffic delays.
- 5.4 Parents should make contingency plans in the event of transport not turning up or where there are unavoidable delays.
- 5.5 Lost and replacement passes can be ordered online at [Home to school transport - replacement travel pass form | East Sussex County Council](#). A fee is payable.

Expected behaviour on school transport

- 5.6 Seat belts must be worn where fitted. In addition, children and young people must not smoke or vape on school transport, drop litter inside the vehicle, eat or drink in the vehicle or stand up or move around in the vehicle whilst it is moving.
- 5.7 All personal equipment, e.g. musical instruments, laptop, tablets, mobile phones etc, should be secured in a suitable bag. If a child or young person causes damage to a vehicle, the operator may require parents to reimburse them for any repairs. If a child misbehaves persistently on a school vehicle, the Council reserves the right to take appropriate action to protect other users of the service. This may involve, among other steps, asking the school to take disciplinary action against the child including issuing a ban on transport.
- 5.8 Vehicle breakdowns - If the vehicle breaks down, the driver will call for assistance. Children must follow the instructions of the driver. It is normal for children to wait in the vehicle, with the driver and/or escort, until a replacement vehicle arrives.

Mileage payments

- 5.9 If there is no suitable public transport or hired vehicle, parents willing to make their own travel arrangements will receive help with the cost of two return journeys a day. This is based on the distance between home and school. Payment is made on a family basis at the rate of 25p per mile since the cost will be the same for two or more children, with changes to this cost if children are at different schools.

- 5.10 This is not available to parents who prefer to make their own arrangements to transport their child where suitable public transport or a hired vehicle is available.

Travel by taxi or minibus

- 5.11 In cases where the home address is not served by public transport, hired transport will be provided to get pupils between home and school at the beginning and end of the school day. Once authorised, new transport solutions can take up to 15 working days to organise. This is because the council must secure transport via a fair and open tendering process. In addition, some children will have a needs assessment completed to ensure the arrangements meet their needs.
- 5.12 The Council cannot guarantee the travel arrangements e.g. passenger assistant/ driver will stay the same throughout the child's academic career. You will need to be prepared for this possibility although we will give as much notice as possible when making changes. You should also be prepared for unforeseen circumstances such as illness or vehicle breakdown. It is also possible for an operator to give up a particular run.
- 5.13 In the morning, you will need to have your child ready at the agreed collection time. Drivers are required to wait for five minutes from the agreed time before leaving. It is also the responsibility of the parent or carer to get the child into the vehicle and the school's duty to get the child from the vehicle into the school building.
- 5.14 In the afternoon, you will need to make sure that a responsible person is at home to receive your child at the arranged time unless it has been agreed between the Council and parent/carer in advance that this is not necessary. Drivers are required to wait for five minutes after the agreed drop-off time before leaving, as delays could impact other children and their families. Failure to make sure that a responsible person is at home to receive the child may result in the child being taken to a safe place. Costs associated with looking after or transporting your child due to a parent or carer not being ready to receive the child will be passed on to the family. It is also the parent or carer's responsibility to collect their child from the safe place or arrange and pay for their travel home.

Service standards for hired transport

Licensing and training of drivers and escorts

- 5.15 Drivers of coaches will possess PCV licenses. Taxi drivers will have been approved by the local Borough or District Council licensing officers. The County Council offers training to drivers and escorts to support them in their role, including extra guidance about individual pupil's needs.

Disclosure and Barring Service (DBS)

- 5.16 All drivers and passenger assistants of taxis, minibuses and hired coaches on Council commissioned transport are subject to a DBS check. This does not currently apply to those driving public transport.

Suitable vehicles and equipment

- 5.17 Vehicles used to transport children will be appropriate to the needs of the child. Where children need to be transported in their wheelchairs, a specialist vehicle will be provided. Other essential items of equipment will also be transported.

Contract information

- 5.18 All parents or carers will be provided with detailed information about the travel arrangements if assistance is provided. Such as: driver name and phone number, pick up and drop off times, and handover arrangements.

Monitoring operator performance

- 5.19 If parents have any concerns about the service being provided, they should contact staff in the Transport Hub in the Communities, Economy and Transport Department so that the concerns can be raised with the provider of the transport service. Please phone 01273 335067. Service performance is subject to a contract between the operator and the Council.
- 5.20 We welcome the support of parents in ensuring the smooth running of their child's transport arrangements by letting us know:
- if there are any changes to your child's needs which could affect transport, e.g. a recent medical diagnosis
 - about a different type of wheelchair or car seat;
 - about a change to your child's behaviour

6 Review of transport provision

- 6.1 We will make regular checks to ensure the eligibility criteria continue to be met although you should inform us immediately if you move address or your child changes school. Failure to inform us of a change of circumstances may result in you having to pay back unused portions of rail or bus season tickets.
- 6.2 The mode of travel being used to provide assistance will also be reviewed regularly to make sure that the service provided continues to be appropriate for the child's needs.
- 6.3 Complaints and concerns about transport arrangements should be directed to:
Email: compliance.cts@eastsussex.gov.uk

7 Support in further education

- 7.1 All young people in England must continue in education or training, requiring them to continue until at least their 18th birthday. This does not mean young people have to stay in school to continue in education or training. Options include full-time study in a school, college or with a training provider. They can also go into full-time work or volunteering combined with part-time education, training or an apprenticeship. As a result, there is no obligation to provide free school transport that some younger children are entitled to but there is a duty to provide travel assistance to learners of sixth form age and adult learners if it is considered necessary.
- 7.2 For more details about what support might be available please visit [School transport policies](#) The Post 16 Transport Policy Statement includes information on fares and concessions and a summary of policy for learners with SEND with an EHC plan. You can also view the full policies for Post 16 and adult learners.

8 Policy changes

- 8.1 The Council reserves the right to make minor amendments or corrections to this policy without consulting on them.
- 8.2 Where proposals to change the policy may affect children's eligibility for transport, we will consult for a minimum of 28 days during term time. Consultees will include schools, parents of children who will (or may) be affected by the proposed changes, including those whose children attend school in a neighbouring authority, and those whose children may be affected in the future.
- 8.3 Wherever possible, changes will be phased in so that children who begin attending a school under one set of travel arrangements continue to benefit from those arrangements until they leave that school.

9 Appeal process

- 9.1 Applicants have the right to appeal if they disagree with a transport decision. In line with government guidance, the Council operates a two-stage appeal process. The following process must be followed:

Stage 1 transport appeal:

- 9.2 A stage 1 appeal form needs to be completed to make an appeal.
- 9.3 All stage 1 appeals will be considered by a senior officer within Children's Services who will:
 - consider the appeal form and any information provided in support of the appeal;
 - review the initial request for transport assistance including any supporting information provided with the application;
 - any other correspondence used in reaching the initial decision.
- 9.4 The Senior Officer may consult other departments and/or agencies as necessary.
- 9.5 In addition to completing a stage 1 appeal form it is possible to telephone one of our officers who will record your comments in writing and will pass this onto the senior officer for their consideration.
- 9.6 We shall aim to provide you with a decision from your stage 1 appeal within 20 working days of receipt of the application. You will receive a letter by email with the detailed reasoning for the decision. We will also inform you how to escalate your appeal to the next stage if you disagree with the outcome.

Stage 2 transport appeal:

- 9.7 A stage 2 appeal form needs to be completed to make a Stage 2 appeal.
- 9.8 All stage 2 appeals will be considered by the Discretionary Transport Appeal Panel ("the Appeal Panel"). This is made up of three elected County Councillors who are independent of officers and the Stage 1 appeal process. The Appeal Panel will consider the original application and the appeal forms together with any supporting documents or information provided to the Council in relation to the application or the appeal. The Appeal Panel will also consider all verbal information made by the parent/carer (such as via phone calls) where it is provided before the deadline for the meeting. The Appeal Panel may have questions during a hearing and in that situation, they may ask the supporting officer to seek clarification by making a telephone call to the parent/carer.

- 9.9 The stage 2 appeal will consider the financial circumstances of the family and potential impact of a declined application if relevant. If the appeal refers to financial hardship, the financial statement on the Stage 2 appeal form needs to be completed.
- 9.10 It is not usually possible for parents/carers to attend Appeal Panel meetings in person. It may be possible to provide verbal representations at the meeting in exceptional circumstances where a parent/carer would face significant disadvantage in making their appeal without this. Examples of significant disadvantage could include having a relevant disability such as severe dyslexia or a learning difficulty that makes written communication difficult and where it has not been possible to access support to set out in writing the reason for appeal. It is possible to request to make verbal representations on the Stage 2 appeal form and the request will be considered by the supporting officer. It is expected that the verbal representation will be made via a telephone call or video call for a fixed duration at the start of the Appeal Panel hearing.
- 9.11 If the Appeal Panel is not satisfied it has enough information to reach a decision it may send a letter containing its provisional view on a stage 2 appeal and/or requesting further information. This is called a 'minded to' letter. Where necessary, this letter will be sent within 5 working days of the Appeal Panel meeting. A minded to letter is an opportunity for the appellant to comment on the Appeal Panel's provisional view of the stage 2 appeal, to answer any questions or points of clarification raised in the letter and to provide any further information requested. The letter will set out how long you have to respond to it, but this is usually 7 days. The Appeal Panel will then meet to finally determine your stage 2 appeal taking into account any response to its minded to letter.
- 9.12 A stage 2 appeal panel will be convened within 40 working days of receipt of the application. Within 5 working days of the meeting, you will be provided with the detailed reasoning for the decision and details of how to escalate your complaint to the Local Government and Social Care Ombudsman (LGSCO) if you believe your appeal has been handled unfairly or if you feel the decision of the panel is flawed on public law grounds.
- 9.13 **Stage 1 and 2 appeal forms** can be found on the [school transport appeals](#) webpage.

10 Complaints

- 10.1 The Council is here to help and support the people of East Sussex. Services are provided as efficiently as possible and it is expected that staff are helpful, polite and explain things clearly whether on the telephone, in writing or face to face.
- 10.2 Sometimes things go wrong, and parents or carers may not be happy with the service they have received. We welcome comments, good and bad, as an opportunity to put things right and improve our services. Parents should let us know if they feel that the Council has failed to do something, done something wrong or acted unfairly or impolitely. We cannot investigate matters that are subject to the two-stage appeals process.
- 10.3 Complaints can be made online to the Children's Services Customer Relations Team. [Feedback and complaints about Children's Services | East Sussex County Council](#)
- 10.4 You can also submit your complaint by email to CS.Customerrelations@eastsussex.gov.uk or by post to: Customer Relations, East G, County Hall, Lewes, BN7 1UE
- 10.5 Parents can contact their local County Councillor - visit www.eastsussex.gov.uk/ to find your councillor.