

SPSO decision report

Case: 201003739, Renfrewshire Council
Sector: local government
Subject: school transport
Outcome: not upheld, no recommendations

Summary

Mr C complained about the council's appeal procedure for provision of school transport. He complained that the council failed to consider the information he provided in his appeal on behalf of his children in a fair and competent manner; that the council's appeal process was not 'open, fair and transparent;' and that in providing information on the process, the council misled Mr C over his right of appeal against the process and decision.

Our investigation found that the council had considered Mr C's appeal in line with their agreed process. There was no evidence that the council had not assessed the walking route in accordance with requirements and guidelines and we found that the council had advised Mr C of the outcome of his appeal within the agreed timescale.