

SPSO decision report

Case: 201403755, South Lanarkshire Council
Sector: local government
Subject: school transport
Outcome: not upheld, no recommendations

Summary

Mrs C submitted a request for her daughters to move school. She contacted the council and recalls being told that, given her address was within the catchment area and her family observed the religion associated with the school, her daughters would be eligible for free school transport. When the transfer request was granted, though, Mrs C was told that her daughters were not entitled to free school transport. She complained to the council who maintained that the decision was in line with their policy. Mrs C was dissatisfied and raised her complaints with this office. We could find no clear, objective evidence that Mrs C had been told her daughters would be eligible for free school transport and all the council's relevant publications made it clear that free transport would not be provided in such circumstances. Given this, we did not uphold her complaint.