LETTERS, RIGHTS AND COMPLAINTS

ENGLAND

School Transport Request Pack

Free download · My SEND Friend Shop

A preparation pack and letter template for asking about home-to-school transport for a child with SEND, with prompts for distances, needs and supporting information.

Eligibility is decided by the local authority under current law and its published policy. This pack does not decide entitlement.

Who this is for

Parents and carers in England asking a local authority about home-to-school travel support for a child with SEND.

What is inside

- An information sheet
- A model request letter

Please read this first

This is a free starting-point resource from My SEND Friend. It is general information, not legal, medical or benefits advice, and it is not an official or government form. It does not guarantee an assessment, plan, adjustment, payment or any other outcome. Check current official guidance (for example GOV.UK) and get individual advice from SENDIASS, IPSEA or a suitably qualified adviser when you need it.

Check the local policy as well as the law

Home-to-school travel duties in England sit mainly with the local authority and depend on the child's age, distance, route safety, special educational needs, and other factors set out in law and in current statutory guidance. Policies differ between councils. Read your local authority's transport policy and the current official guidance before you apply.

Child's name and date of birth

Home address

School and year group

Local authority

Distance and usual journey, as I understand it

SEND, mobility, or safety needs relevant to travel

Whether the child has an EHC plan, and any transport already named or discussed

Evidence I can enclose

Model request

How to use this letter
Replace anything in [square brackets] with your own details. Delete lines that do not apply. Keep the letter factual and in your own words. This is a starting point, not a required form of words, and sending it does not guarantee a particular outcome.

Model wording (adapt this):

Dear School Transport Team,

I am writing to apply for / ask you to assess home-to-school transport for [child's name], date of birth [DOB], who lives at [address] and attends [school].

The relevant needs and journey issues are: [brief facts]. I enclose [list]. Please confirm receipt, the process, and when I will receive a decision, together with information about how to challenge it if needed.

Yours faithfully, [Name]

Local policy points I want to refer to

Useful next steps and sources

Use what helped in this pack and leave the rest. You can come back to it when you need to. Live tools on mysendfriend.co.uk remain free, including Help Me Now, the SEND Letter Builder, the Reasonable Adjustments Builder, the DLA and PIP Claim Planners, and the free resources hub. Saving work to My SEND Plan is optional.

Where to check official or independent information

Guidance and benefit rules can change. Check the current official position, and get individual advice when you need it.

- GOV.UK: Children with special educational needs and disabilities (SEND)
- The SEND Code of Practice 2015 (England)
- The school's SEN information report and complaints policy
- Your local SENDIASS service
- IPSEA, for legally based information in England

A reminder about this free pack

This is a free starting-point resource from My SEND Friend. It is general information, not legal, medical or benefits advice, and it is not an official or government form. Using it does not start a statutory process or guarantee a particular outcome. Adapt every page to your situation.

mysendfriend.co.uk · My SEND Friend Shop · Supporting families together