

## **School Transport Complaints Procedures - Guidance Notes**

Complaint forms are available to schools for detailing instances of unsatisfactory performance of operators or concerns regarding incidents that occur during the school journey. Although Strathclyde Partnership for Transport organise periodic monitoring through their Compliance Officers on contracts across Strathclyde, the complaint forms procedure where parents, carers and pupils through the school can notify SPT timeously of problems encountered, is of vital importance in monitoring the operator's performance and allowing both SPT and the Council to take appropriate action to ensure that the provision and quality of service expected is being met.

Parents are encouraged to contact the school in the first instance to notify concerns, but in the event of any serious or urgent matters, may also be directed to SPT by the school. To allow proper action to be taken in respect of complaints forms received and to avoid the need for follow-up calls at a later date, when information is likely to be less clear, the following details are required:

- Date of the incident
- Contract area and/or location of incident
- Operator and Contract number (if known)
- Time of incident or in the case of late or failed arrivals, the times pupils were at the pick-up points
- Other relevant information such as bus number, vehicle registration, driver / attendant name would also be of assistance.

These details are essential for SPT to fully investigate with the operator. SPT may subsequently ask the school to provide further details from witnesses.

The complaints form can be found through the following link which will be forwarded to SPT's school transport mailbox.

[www.spt.co.uk/school-transport-complaints](http://www.spt.co.uk/school-transport-complaints)

1. Forms should only be used to make complaints about contracts which are arranged by SPT. While we will do our best to help you with any other problems you may have with the public transport system, these will necessarily be seen as a lower priority by us, as we must concentrate on the contracts arranged for your school. Please note that with the exception of Inverclyde we do not deal with the management of special needs contracts, although in some cases, we do carry out a degree of monitoring;
2. The complaints should always originate from an identified member of staff at the school. These form part of a monitoring system where we make deductions to contract payments of operators where they have failed to provide a service as specified and it is essential that any complaints originate with employees of the school on whose behalf we are organising the contract. We are aware of the pressures which can be put on school by parents as many of them also get in contact with us:
3. An automatic e-mail receipt will be sent for each complaint but we will also separately indicate in summary terms what action we intend taking. In many cases the resolution of your complaints may take some time and therefore we are unable to provide fully detailed results of all your complaints at any one time. However, my staff are always available to discuss issues affecting any contract arranged by us;
4. As these complaints may result in a deduction from the payment made to operators, they have an opportunity to appeal against warning letters issued. It would therefore be beneficial if schools maintain a record of reasons behind forwarding complaints to us for our action in case at a later date, possibly weeks or months later, we have to refer back to the school for clarification of a particular issue.

*If you require any help with the system or individual problems with contracts, please phone 0141 333 3360 or 3362 in the first instance where staff will assist or direct you to the relevant School Transport Officer.*