

SPSO decision report

Case: 201405354, Shetland Islands Council
Sector: local government
Subject: school transport
Outcome: not upheld, no recommendations

Summary

Miss C and Mr B share custody of their child. Mr B lives in the town where their child's school is based and Miss C lives in a town a number of miles away. Miss C complained that the council were failing to provide her child with transport to and from school, from her address.

During our investigation we found the council were under no legal obligation to provide transport to school from multiple addresses. While Miss C and Mr B share custody of their child, one main residence has to be listed in order to determine which school the child is placed in. As this is not Miss C's residence the council are not required to provide transport from it. Therefore, we did not uphold Miss C's complaint.