

Dear Members of the Committee,

Please find attached my formal complaint regarding the ongoing failures by the Education Authority in relation to pupil transport and the wider SEN Reform process.

Despite repeated attempts to resolve these issues through the appropriate channels, EA Transport has consistently let us down. Their actions—and in many cases, lack of action—have caused significant disruption, stress, and unnecessary hardship. These failures directly impact the wellbeing, safety, and educational access of a vulnerable child, and they highlight wider systemic problems that urgently require oversight and intervention.

I am asking the Committee to review this matter, ensure accountability, and take steps to prevent further failings within EA Transport and the SEN Reform structures.

Thank you for your attention to this important issue. I look forward to a response confirming that my complaint has been received and escalated appropriately.

Kind regards,

[Redacted signature]

[Redacted contact information]

Dear Sir/ Madam,

I am writing to raise a formal complaint regarding the response I recently received from EA transport following my GDPR request for all records relating to incidents involving my child Rosalie Kelly Dickson, who is transported to Donard School, Banbridge. Your response stated that no incidents had been recorded. This information is directly inconsistent with multiple calls I have received from the school informing me of several incidents occurring on arrival to school, exiting the bus. These incidents will have been recorded on the bus CCTV and an incident reported should have been filled in each time. Staff have a duty to record every incident as dictated by the Education Authority which states this is a legal requirement. Staff also have a duty of care and safeguarding duty to each child, therefore a risk assessment should have been carried out as a result of the incidents to protect all children involved.

I am extremely concerned that:

1. Incidents involving my child have not been documented, despite my being notified by the school.
2. These incidents were not disclosed in your GDPR response, raising questions about the accuracy, completeness, and lawfulness of your data handling; and
3. There may be failures in safeguarding, communication, and record-keeping procedures, all of which have potential implications for my child's safety and wellbeing.

Additionally, for the safety of everyone using the bus, I believe that an additional escort is essential. Given the nature of the incidents reported to me and the needs of the pupils on board, it is clear that one escort is not sufficient to ensure safe supervision, effective intervention when required. The lack of adequate adult support on the bus may be contributing to the incidents going unrecorded or unmanaged, and I expect this concern to be considered as part of your review.

Under the UK GDPR, I am entitled to a full and accurate record of any data you hold relating to my child, including incident reports, logs, communications, and safeguarding notes. The lack of recorded incidents suggests either a failure to document matters appropriately, or a failure to provide the information I requested – both of which are unacceptable.

I request the following as a matter of urgency:

1. A full review and written explanation of why no incidents were recorded despite the school informing me otherwise.
2. An updated and complete GDPR disclosure containing all data, logs, incident reports, and communications involving my child.
3. Confirmation of the steps you will take to ensure incidents are properly recorded going forward, including staff training and policy compliance.
4. Details of your safeguarding procedures specifically relating to transport services.

Please acknowledge receipt of this complaint and provide a full response within 20 working days, in line with standard complaints handling procedures.

My priority is ensuring that accurate records are maintained and that my child's safety during transport is properly safeguarded. I look forward to your prompt and thorough response.

Yours faithfully
Sarah Dickson