



Home to School Consequences & Exclusion Policy

4 levels	3 or more	2 weeks	5 days
from a recorded warning to permanent exclusion	low level incidents in a year: report to the school	minimum fixed term suspension	working days to appeal an exclusion

Aims

- To provide safe travel for all students using the Home to School Transport service to and from their school
- To encourage respect for the Driver and other users of the Home to School Transport service
- To ensure that users of the service treat others on board with respect
- To adhere to a code of conduct befitting to students representing their school whilst using the service

Implementation

All parents/carers, students and schools will be notified in writing of the introduction and implementation of the Consequence & Exclusion Policy. The policy will be available to view online at www.eliteservicesltd.com. All parents/carers, students and schools will be expected to take the time to read the policy and accept the policy as an addendum to the Terms and Conditions of service agreed upon on signing up to the service.

Drivers of each route will be responsible for logging all incidents in writing to the Transport Manager at the end the journey to and from school or within 24 hours of the incident. All consequences given to the student as result of this will be issued from the Transport Manager and noted on the students secure file.

All consequences given will be in line with the Consequence & Exclusion Policy that includes rules which are enforceable and reasonable.

Behaviour on the Home to School Transport vehicles

We expect students using the Home to School Transport service to behave in a respectful and courteous way to other service users, the Driver, employees of Elite Services Ltd and road users at all times. Students who use the Home to School Transport service agree to:

- Wear their seatbelt at all times

- Remain seated in their seat for the full duration of the journey to school, or until reaching their designated stop en route home
- Not use offensive language or be aggressive towards the Driver or other users of the service
- Not eat or drink on board the vehicle
- Remove any litter that belongs to them upon leaving the vehicle
- Not use dangerous equipment or behave in such a way that could cause a distraction to the Driver or other road users
- Not smoke or vape on board the vehicle
- Not bring illegal substances or alcohol on board the vehicle
- Respect the vehicle, any property of Elite Services Ltd and the property of any other user on board the vehicle
- Speak to the Driver and any other adult with respect
- Not touch or tamper with Emergency Exit doors/windows on the vehicles except for in cases of emergencies or instructed to use them by the Driver.

The list given is not exhaustive but does provide clear expectations and foundations to the standard of behaviour students should follow whilst using the Home to School Transport service. In choosing to use the service, students are agreeing to behave and act responsibly whilst travelling on board and understand that any instances of unacceptable behaviour or actions will lead to the Transport Manager issuing a consequence as outlined below.

Types of consequences

Where a student's conduct falls short of the standards and expectations set out as a condition of using the Home to School service or a student behaves in what is deemed as an unacceptable manner, the Transport Manager will issue one of the following consequences:

- Recorded warning
- Written report sent to the school
- Fixed Term Suspension from the service for a minimum of 2 weeks
- Permanent Exclusion from the service

The decision to implement a consequence will not be taken lightly and the Transport Manager will give due consideration to:

- the severity of the incident
- whether a fall short in behaviour is recurring
- if there are any additional needs to be considered

All consequences issued will be logged on the student's file and communicated to the student's parent/carers and/or the student's school.

The four levels

The Consequences & Exclusion Policy has 4 different levels of consequence and are graduated responses for when a student behaves or acts inappropriately:

Level	What it covers	Action
Level 1 Low level incident(s)	Including but not limited to: littering, failure to remain in seat, standing up, offensive language on board and rudeness towards the Driver.	Driver to record the incident(s) electronically within 24 hours and send the log to the Transport Manager. Incident details will be held on the student's file.
Level 2 Repeat low level incidents	3 or more Level 1 incidents in an academic year.	Driver to record each incident electronically within 24 hours and send the logs to the Transport Manager. On reaching 3 or more low level incidents within an academic year, the Transport Manager will compile a report with the details of each incident and send the report to the student's school. The report will be held on the student's file.
Level 3 Fixed term suspension	More serious incidents and/or repeat reports (of 2 or more) sent to the school for continuous low level incidents. Serious incidents include but are not limited to: abusive/aggressive behaviour towards the Driver or other users of the service; use of equipment or behaviour that could cause a distraction to the Driver or other road users; or vaping on board the vehicle.	The student will be suspended from using the Home to School Transport service for a minimum of 2 weeks. The Transport Manager will communicate the effective start and end dates to the student and the parent/carer. The student's school will be notified. No refunds or credits will be given back to the parent/carer for the duration of the suspension.
Level 4 Permanent exclusion	Considered for serious incidents, repeat suspensions or behaviour/actions that are considered as a danger to life. Examples may include (but are not limited to): students found in possession of a dangerous weapon, illegal substances and/or alcohol; actions and	The student will be suspended from the service with immediate effect and notified of this verbally by the Transport Manager. The school will be notified of the immediate suspension. Where necessary, a full investigation will be undertaken and statements gathered (CCTV will be used if available). The student's

Level	What it covers	Action
	behaviour which put any user in immediate danger such as the emergency equipment and/or exits; assault towards the driver or other users; or vandalism.	parent/carers will be notified in writing by the Transport Manager of the Permanent Exclusion and the effective date. The student's school will be informed of the Exclusion. No credits or refunds will be given back to the parent/carers for the duration of the suspension and the period of time between the exclusion starting and the next month's due payment.

Exclusions

In all cases of Permanent Exclusion from the Home to School Transport service, both parents/carers and the school will be notified immediately. The following list of reasons for exclusion is not exhaustive but reasons for exclusion include:

- Any form of bullying including any discriminatory behaviour
- Verbal or physical abuse towards the Driver, adults or other students on board
- Indecent behaviour
- Damage to the vehicle and or property (including property of other users)
- Recording or taking images of others including the Driver without permission
- Being in possession, supplying or using drugs, alcohol or any other substances
- Theft
- Carrying weapons
- Arson
- Malicious allegations against the Driver or another employee of Elite Services Ltd
- Multiple behavioural issues that have been previously recorded

Elite Services Ltd Home to School Transport aims to keep both Fixed Term Suspensions and Permanent Exclusions to a minimum whilst preferring to work with the parent/carer to prevent future reoccurrences of inappropriate behaviour.

Appeals

In the event of a Permanent Exclusion, the final decision made will be from the Transport Manager. If the parent/carer wishes to raise a complaint or appeal the decision, a written Letter of Appeal must be sent via Recorded Delivery to the Director of Elite Services Ltd (see details below) and received within 5 working days from the date of the Exclusion Letter. Appeals made outside of this time frame will be rejected.

To make an appeal, please address all correspondence to:

Mr S. Nickson (Director)
Elite Services Ltd
Unit 3/6 Adswood Industrial Estate
Adswood Road
Stockport
SK3 8LF

Investigations and procedures

Elite Services Ltd Home to School Transport will record all incidents that fall short of the expectations set in this policy. In instances where multiple logs of behavioural issues are logged against a student, a serious incident occurs or an allegation is made, Elite Services Ltd will conduct an investigation before making a final decision regarding whether a consequence is appropriate and what level is needed.

In gathering evidence, statements will be collected from both the Driver, student concerned, and any other witnesses. If there is CCTV installed, footage will be obtained and used as evidence if necessary.

In the event of a Fixed Term Suspension being issued, the student involved will not be permitted to board any Home to School Transportation vehicles for a minimum of 2 weeks. The Transport Manager will inform you of the date the student will be allowed to recommence using the service. The school will be informed. No credits or refunds will be given for the duration of the suspension.

In the event of a Permanent Exclusion being issued, a letter will be sent to both the parent/carer and school to inform them of the final decision and the date the exclusion takes effect. No credits or refunds will be given for any time lost due to the exclusion.

Policy Last Updated: 07th October 2026

Next Review Date: 07th October 2027