

Principal: Richard Spencer



Downham Road, Ely, Cambridgeshire, CB6 2SH

t: 01353 667763

e: office@elycollege.co.uk

w: www.elycollege.com

8th May 2017

Dear Parent/Carer

School Buses

As a College, we will always respond to instances of poor behaviour upon the buses. Such incidents are rare, but are taken very seriously and reports acted upon robustly.

I would like to remind you that Ely College is not responsible for the day-to-day operation/ management of buses or the service that is provided. We do, however, have a shared responsibility with respect to ensuring high standards of behaviour to and from school. If you ever have such a concern, then please do contact your respective House office and we will respond.

If you have a **concern or a complaint** to make with respect to the performance of the buses/Bus Company, then please use the email and contact details of the local authority Passenger Transport Team below:

Toby Parsons

Transport Policy & Operational Projects Manager

Cambridgeshire County Council

Passenger Transport Team

Shire Hall, Castle Hill, Cambridge, CB3 0AP

Tel: (01223) 743787

E-mail: toby.parsons@cambridgeshire.gov.uk

Website: www.cambridgeshire.gov.uk

The Home to School travel assistance policy and Travel Code of Conduct: -

<http://www.cambridgeshire.gov.uk/education/transport>

Yours faithfully

Lee Mawby

Vice Principal

