Hillingdon SEND and AP Partnership

Escalation Process for EPS Services

HILLINGDON LONDON

If you have EPS Service-related queries, you can escalate your concerns using the following procedure:

Step 1	Contact your link Educational Psychologist for your school/ setting.	See the list on LEAP for the latest officer allocations
Step 2	If you feel you need to discuss your concerns with a more senior member of staff, please contact the **Senior Educational Psychologist**	**Charlene Ramos** - cramos@hillingdon.gov.uk
Step 3	If you still consider that your concerns have not been addressed please contact relevant **Senior Educational Psychologist**	**Christopher Quinton** - CQuinton@hillingdon.gov.uk
Step 4	If you still consider your concern unresolved you can escalate this to **Principal EP**	**Ingrida Stankeviciene** - istankeviciene@hillingdon.gov.uk
Step 5	If you still consider your concerns have not been resolved by the Service Manager then please contact **Assistant Director of SEND & Inclusion**	**Dominika Michalik** - dmichalik@hillingdon.gov.uk
Step 6	If you still consider that your concerns have not been resolved please contact **Director of Education and SEND**	**Abi Preston** - apreston@hillingdon.gov.uk