

## Escalation Process for EPS Services

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

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| <b>Step 1</b> | Contact your link Educational Psychologist for your school/ setting.   | See the list on LEAP for the latest officer allocations  |
| <b>Step 2</b> | If you feel you need to discuss your concerns with a more senior member of staff, please contact the<br><b>Senior Educational Psychologist</b>             | <b>Aaron Reynolds</b> <a href="mailto:areynolds@hillingdon.gov.uk">areynolds@hillingdon.gov.uk</a><br><b>Charlene Ramos</b> <a href="mailto:cramos@hillingdon.gov.uk">cramos@hillingdon.gov.uk</a> |
| <b>Step 3</b> | If you still consider that your concerns have not been addressed please contact relevant<br><b>Deputy Principal EP</b>                                     | <b>Helen Vogt</b> <a href="mailto:HVogt@hillingdon.gov.uk">HVogt@hillingdon.gov.uk</a>   |
| <b>Step 4</b> | If you still consider your concern unresolved you can escalate this to<br><b>Principal EP</b>  | <b>Ingrida Stankeviciene</b> <a href="mailto:istankeviciene@hillingdon.gov.uk">istankeviciene@hillingdon.gov.uk</a>  |
| <b>Step 5</b> | If you still consider your concerns have not been resolved by the Service Manager then please contact<br><b>Assistant Director of SEND &amp; Inclusion</b> | <b>Dominika Michalik</b> - <a href="mailto:dmichalik@hillingdon.gov.uk">dmichalik@hillingdon.gov.uk</a>  |
| <b>Step 6</b> | If you still consider that your concerns have not been resolved please contact<br><b>Director of Education and SEND</b>                                    | <b>Abi Preston</b> - <a href="mailto:apreston@hillingdon.gov.uk">apreston@hillingdon.gov.uk</a>  |