

Escalation Process for SEND EHC Service

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

Step 1	Contact your EHC Coordinator allocated to 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 EHC Coordinator	Primary Team- Sylvia Tsang stsang@hillingsdon.gov.uk Secondary Team- Claire Davidson cdavidson@hillingsdon.gov.uk Post 16 Team- Nadeline Barrett nbarrett@hillingsdon.gov.uk
Step 3	If you still consider that your concerns have not been addressed please contact relevant SEND EHC Team Manager	Primary Team- Danielle Roberts droberts2@hillingsdon.gov.uk Secondary Team- Marie Holmes mholmes@hillingsdon.gov.uk Post 16 Team - Laura Stokes lstokes@hillingsdon.gov.uk Resolutions/Tribunals Team – Lianne Corbett lcorbett@hillingsdon.gov.uk
Step 4	If you still consider your concern unresolved you can escalate this to SEND EHC Service Manager	Sonal Sisodia – ssisodia@hillingsdon.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@hillingsdon.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@hillingsdon.gov.uk

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