

Hampshire and Isle of Wight Educational Psychology Service Promise

Our educational psychologists are committed to developing an inclusive education system where every child can achieve

Who we are and what we do:

- We are a dedicated team of professional educational psychologists, with a long established national reputation
- We are a dynamic, forward-looking team with a commitment to research and evaluation
- We provide advice, support and training to over 500 schools and other organisations in Hampshire, offering a wide range of skills and expertise
- Our goal is to identify and overcome barriers to learning by assisting parents, carers and teachers to develop approaches for children with a range of needs
- Most children's learning needs can be met by staff in their educational setting. For a small group of children with complex needs we will be directly involved with the child and family
- We provide an independent perspective working closely with families and other professionals
- We have strong links with other education, health and social care agencies
- All our educational psychologists are registered with the Health and Care Professions Council (HCPC) and our work is underpinned by their standards of conduct, performance and ethics.

Our commitment to you:

We pledge that we will:

- Provide open access to educational psychologists by telephone at published times (see website)
- Ensure that requests are dealt with by the right person, speedily and effectively
- Provide a clear explanation of the service you will receive
- Obtain parental consent prior to contact with any individual child, where working directly with a child is appropriate
- Provide an ethical, competent and professional service, underpinned by integrity and respect
- Provide a clear explanation about the goals that the educational psychologist is working towards

- Ensure our services are delivered in line with Hampshire County Council's policies and comply with the Data Protection Act.

Quality assurance

The needs of children and young people are central in all we do. We aim to highlight and draw on families' and professionals' strengths and capabilities and to work with them to create the best achievable outcomes. We are committed to providing excellent customer service. Our staff are our most important asset and have the opportunity to make a positive difference to children and young people. All our educational psychologists are registered with the Health and Care Professions Council and receive regular supervision and continuing professional development.

Customer feedback

We want to know when we get it wrong or could do better so welcome any customer feedback whether it is complaints, compliments or comments. By letting us know how we are doing you can help us improve our service.

What happens if there is a problem?

Our staff will always do their best to ensure that the service we provide meets and, we hope, surpasses your expectations. We know that sometimes this may not happen. Be reassured that we will always do our best to put things right and most importantly, we promise always to treat you with care and respect.

Any concerns or complaints about the quality of service should firstly be made to the member of staff providing the service.

Clients who consider they have not received an adequate response from the member of staff should contact the relevant Area Senior Educational Psychologist:

North Area Team – Dan Taylor
Tel: 01252-814835; dan.taylor@hants.gov.uk

East Area Team – Julia Powell
Tel: 01252-814727; julia.powell@hants.gov.uk

South Area Team – Phil Stringer
Tel: 02392-441496; phil.stringer@hants.gov.uk

West Area Team – Kirsty Joice/Anna Nolan
Tel: 01962-876239; kirsty.joice@hants.gov.uk; anna.nolan@hants.gov.uk

If there are still matters to be addressed please contact Hilary Robbins, Head of Educational Psychology, Children's Services, Hampshire County Council, County Office, Queen Elizabeth II Court, Winchester, SO23 8UG.
Telephone 01962 846398.

For further information about Hampshire and Isle of Wight Educational Psychology, including times of the Telephone Contact Line, please refer to our website or call 01962 846398.

<http://www3.hants.gov.uk/educational-psychology.htm>