

## **Essex Educational Psychology Service**

# **Parent Helpline 01245 433293 (Monday 1pm – 5pm term time only)**

**Please signpost Parents to the EPS Parent Helpline using the following information:**

### **What is the Parent helpline?**

The Educational Psychology Service helpline provides parents and carers with direct telephone access to a qualified Educational Psychologist who will listen to their concerns and ideas, and help them find a positive way forward.

### **Who is it for?**

It is for parents and carers of Essex children and young people up to the age of 19, who have concerns about their children's education or development.



### **Things to be aware of**

- The helpline is confidential and personal details will not be recorded and nor will information be passed onto other sources
- It is staffed by qualified educational psychologists who listen to parent's concerns and work with them to find a positive way forward
- A call is a discrete piece of work with no follow up required from the operator