What records do we keep?

We need to record information about your child and the discussions that take place. In many situations this will be recorded on a form that will be stored permanently in your child’s file in school.

Children and young people referred to our Service will have basic details such as their name, date of birth and contact details stored on our secure database. More detailed information will be stored in a confidential file held securely by East Lothian Council. When we no longer need to be involved this file will be archived.

All records will be destroyed when your child reaches 23 years old. You or your child can request to see this information at any time by writing to the Principal Educational Psychologist at the address below.

How can you contact us?

You can contact us by writing to the Educational Psychology Service, East Lothian Council, John Muir House, Haddington EH41 3HA. You can also contact the Educational Psychological Service directly by phoning 01620 827648 or by emailing educationalpsychologyservice@eastlothian.gov.uk

You can also find more information about the Educational Psychology Service at [www.eastlothian.gov.uk](http://www.eastlothian.gov.uk)

Making a comment, complaint or compliment

The Educational Psychology Service aims to make a positive impact on teaching, learning and wellbeing for children and young people in East Lothian. To ensure you receive a high quality service we welcome your comments. We have a feedback procedure in place so you can have your say. You can pick up a freepost feedback form from all council offices, libraries and community centres, or you can email your comments to feedback@eastlothian.gov.uk

If you are unhappy, or don’t agree with something you should:

- first speak to the Educational Psychology Service to see if they can help
- if you are still unhappy, then you can make a formal complaint using our complaints procedure. You can do this by filling in a feedback form, visiting [www.eastlothian.gov.uk](http://www.eastlothian.gov.uk) or by telephoning our Customer Feedback Team on 0131 653 5290.

If you are unhappy with how we handle your complaint then you have a legal right to ask the Scottish Public Services Ombudsman (SPSO) to look into the matter. You can only approach the SPSO once you have completed our complaints procedure. We will provide you with their full contact details.

Versions of this leaflet can be supplied in Braille, large print, audiotape or in your own language. Please phone Customer Services if you require assistance on 01620 827199.
What to expect...

Once you have given a member of school staff consent to speak to us about your child, we will meet them to discuss and better understand the situation. The school will then contact you to share what was discussed and suggested.

If required a consultation will be offered (which typically involves the Educational Psychologist and a member of school staff, but may also include other professionals, parents and children/young people) to explore concerns and offer additional advice and strategies to help improve things for your child. In many cases this will be the end of our involvement. If however it is agreed that further work is needed (such as observation in class, assessment of learning or longer term consultation) a referral to the Educational Psychology Service will be recommended.

Who are we?

Educational Psychologists work to help children and young people make the most of their lives and achieve their potential. We work mainly through schools and nurseries, with each establishment having a link Educational Psychologist.

Using our knowledge of psychology, child development, learning and educational systems we provide support through consultation, assessment/intervention, training and research.

Educational Psychologists follow professional standards as determined by the British Psychological Society and the Health and Care Professions Council.

What can you do for me?

• offer advice to you and the school/nursery
• meet your child’s teacher to discuss their progress
• look at existing assessment information
• observe your child
• meet/work with your child
• suggest a referral to another service
• talk to other professionals who may know your child

When do we become involved?

A member of school or nursery staff may ask for your consent to liaise with us when considering further advice and support to help improve things for your child and address barriers to learning.

You may also have concerns which you wish us to help with. If this is the case, discuss with a member of staff in your child’s school or nursery the best way to take this forward.

If your child is under 12 years old we can only become involved with your consent. If your child is over 12 years old we will usually need their consent too.

Our commitment to you

We will always seek your views and those of your child.

You will always be kept informed and provided with a copy of any reports relating to your child.

You can contact us at any time to discuss how things are progressing.

Applying psychology to make a positive impact on teaching, learning and wellbeing for children and young people in East Lothian