How can you contact us?

If you would like more information, or would like to meet the Educational Psychologist attached to your school, please speak to your guidance teacher.

To contact the Educational Psychological Service directly call 01620 827648 or email educationalpsychologyservice@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 or by telephoning our Customer Feedback Team on 0131 653 5290.

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 does an Educational Psychologist do?

Every school in East Lothian has a link Educational Psychologist who works with them to support pupils, teachers and parents. We are trained to help people understand how children and young people learn, behave and develop. We try to make sense of what is happening and aim to help you and those around you find ways to make things better.

We sometimes work with groups of young people on a particular topic but usually we work with individual pupils and the school staff who know them best.

How does the service work?

If you are over 12 years old, we usually only get involved with your agreement (this is called giving consent). We will ask your parents for their consent too. You will be asked to sign a form to make sure you understand what is happening and know what has been agreed.

We will always listen and take into account your views.

You will be involved in deciding what action we take. We might arrange to see you in school, watch you in class or arrange to visit you at home. We will talk to you and might help you to complete questionnaires, worksheets or assessments about your feelings or experiences. We will meet with the people who know you best (like your parents or guidance teacher) to talk about your learning and behaviour.

With your agreement we might contact other people you know (such as Doctors or Social Workers) for information or advice.

If we have to write a letter or report about you we will discuss this with you and give you a copy (if you would like one of course!).

It is important to let you know that we will not be involved with you forever and will stop working with you once things have been tried or have improved.

If you agree to us being involved, information will be available for you to look at until you are 23 years old when it will be destroyed.

If you are ever unhappy about anything we do please let us know, or tell your parent or guidance teacher, so that they can do something to make things better.

What can you do for me?

- Help you to tackle schoolwork you may be struggling with
- Help you worry less about things
- Help you with something that is making you unhappy at home or at school
- Helping you understand how you are feeling
- Provide strategies to help you learn more effectively