

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