



**From mountain to sea**

## **ABERDEENSHIRE EDUCATIONAL PSYCHOLOGY SERVICE**

### **COMPLAINTS**

**Date: From 1 April 2021**

**To 31 July 2021**

There was a complaint received from a parent regarding a conversation with EP. The complaint was resolved with the parent, to their satisfaction.

There was a complaint received from a parent about the role of the psychologist. This was resolved and work has been done in school and with parents to define the role of the service more clearly.

There was a complaint from a parent regarding an Educational Psychologist's assessment of their child. This was resolved following investigation. The Educational Psychologist was following process.