How to submit helpdesk queries?

- Email your query to EPS-helpdesk@partnerplatform.org or y.basnett@odi.org.uk, Knowledge Manager, EPS-PEAKS core services.

- Your email should include: (1) purpose/background, and (2) the query. You could also provide additional information that will help us better understand your query.

- What happens once the query is submitted?

  1. The Knowledge Manager will discuss the query with you should there be need for clarifications.

  2. The Knowledge Manager will then identify the right researcher from the consortium of core services (Nathan, OPM, LSE, University of Birmingham, Coffey and ODI) to research and respond to the query.

  3. The Knowledge Manager will confirm the query and the deadline with you. As a standard practice we seek to respond to queries within 10 working days of receiving your confirmation.

  4. Each Helpdesk response is reviewed by the EPS-PEAKS core services research directors prior to submission.

  5. To see examples of past Helpdesk responses click [here](#).