



Terms and Conditions

Thank you for contacting us to support you in the above matter. We are obliged to provide you with certain information at the outset of your case.

Charges

Our charges are based on a fixed fee, dependent upon the service you are receiving. The fee will be explained to you at the time you agree to instruct us and will be shown on the invoice. We will advise of the possible outcomes and what associated risks are, however, we cannot guarantee the outcome.

Our fees are advertised on our website and a price list is available on request.

Our fees are payable prior to commencement of the support upon receiving our invoice. Payment plans are available through Go Cardless. We will send you a link to set up a direct debit for your preferred payment date and monthly subscription. You are covered by the direct debit guarantee, however, if payment fails or is cancelled then the subscription is still payable. If monies are owed, then we have the right to collect amounts outstanding via a legal process. By signing these Terms & Conditions you are agreeing to pay the full amount of the number of monthly subscriptions.

For all cases, fees are still payable regardless of the outcome, as the support will have already been provided. Additional fees may be incurred if the case needs to proceed to the next stage, for example, a parent request for EHC assessment may be refused so the next stage would be to appeal.

We will outline the fees in an email, and this will form part of the Terms & Conditions. Non-refundable deposits are required for mediations and appeal to tribunal cases, where attendance is required.

If we are unable to support at meetings, due to unforeseen circumstances, we will discuss with you a reduction in the fees, depending on support already received.

Should you choose to terminate our service we reserve the right to retain our fee.

Instruction

When you have instructed us to support you, we will ask you to complete a Consent form which gives us permission to act on your behalf with other professionals and to sign these Term & Conditions. This is done by Adobe sign.



Terms and Conditions Cont...

GDPR

We use the information you provide to help us complete forms and documents on your behalf and we only use personal data to provide you with services, update your records or keep in contact with you.

Our use of the information that you provide is subject to your instructions, the GDPR and our duty of confidentiality.

Your information will only be accessed by Support for SEND employees, who need to do so as part of their job role via our service based CRM, Charitylog.

The GDPR legislation provides you with a number of rights in relation to your personal data:-

- Right to withdraw consent
- Right to access
- Right to rectification
- Right to erasure or the restriction of processing

Insurance

We have the following insurance: Professional Indemnity, Public & Products Liability and Employers Liability. A copy of these are available upon request.

Complaints

We are confident of providing a high-quality service in all respects. If, however, you have any queries or concerns about our services to you, please raise them with the member of staff dealing with your matter or direct with the Manager.

This letter constitutes the terms of our business and unless otherwise agreed, will apply to any future instructions you give us.

If you have any queries regarding our Terms and Conditions of business, please do not hesitate to get in touch.

