



Cheshire Dyslexia Services

Cheshire Dyslexia Services
Covering Chester and Surrounding Areas

Email: Clare@CheshireDyslexiaServices.co.uk

Website: www.cheshiredyslexiaservices.co.uk

Terms & Conditions

DEFINITIONS

“Client” The person or persons who request, arrange and pay for the service. This is assumed to be the person who makes initial contact with Cheshire Dyslexia Services.

“Learner” This is the person receiving tutoring or assessment from Cheshire Dyslexia Services.

PAYMENT FOR ASSESSMENTS

A 50% deposit for an assessment is required within two weeks of the booking confirmation being sent. The final 50% is due two weeks prior to the assessment taking place. Failure to make payments on time will lead to assessment cancellation.

CANCELLATION

Cancellations should be advised at the earliest of opportunities via email to:
Clare@CheshireDyslexiaServices.co.uk

- Due to the admin, preparation and time that goes into each assessment, well before the assessment itself, the 50% deposit is non-refundable.
- If you request to change your assessment date, a fee of £40 is usually applicable.

CANCELLATIONS BY CHESHIRE DYSLEXIA SERVICES

We reserve the right to cancel bookings for reasons of viability, adverse weather conditions, illness, other unforeseen reason, or if it is believed there is any reputational risk to the company. In such circumstances, a full refund will be issued. We will always aim to arrange an alternative date where suitable.

CODE OF ETHICS

Our assessor is a member of The BDA (The British Dyslexia Association). Please refer to the BDA Code of Ethics which can be found on their website.

ASSESSMENTS

1. Before the dyslexia diagnostic assessment, detailed background information will be gathered from parents and the school through questionnaires. This is essential information which is used to inform the assessment. Follow up phone calls may also be made to support this information.
2. The assessment will be carried out at an agreed venue.
3. An adult known by the learner, for example the learner’s parent or carer, or a member of school staff, is asked to be on site for the full duration of the assessment. This is up until age 18.
4. A member of Cheshire Dyslexia Services will work with the learner with no other person in the same room for the duration of the assessment or lesson – unless agreed prior to assessment.
5. If felt necessary by the assessor, further follow up tests may be needed. Time and venue for these will be arranged after the initial testing. No further charge will be made for these tests.
6. Unless otherwise agreed in writing, a report will be written within four weeks of the assessment. It will be sent to the client who made the original booking. Your assessor will be available to discuss the report at a time arranged for any follow up questions. No extra fee will

Registered with The BDA and SASC.





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be charged for this discussion. This will be completed via telephone call at a mutually agreed time.

7. All assessments will be removed from our database 12 months after issue. For this reason, please keep a backup of the PDF report that is sent to you. Once we have removed the report from our system, we will no longer have access to it.

FREEDOM OF ACCESS REQUESTS UNDER ARTICLE 16 OF UK GDPR

Please note that all test papers are exempt from disclosure under GDPR as release of these would compromise the integrity and validity of the assessments. This is standard practice across all educational psychologists and specialist assessments, and ensures that tests remain and valid for all children. Due to GDPR, all paper tests are shredded within 24 hours of assessment.

COMPLAINTS

If you have any concerns about any practice or incident relating to Cheshire Dyslexia Services, please contact us in the first instance for an informal discussion. If this does not solve your concern, you may refer to the complaint procedure on the BDA website.

GENERAL

Cheshire Dyslexia Services reserves the right to alter these terms and conditions. We will, however, notify you of any changes. Unless otherwise agreed in writing, these Terms and Conditions shall prevail over any other terms of business or conditions put forward by you.