



## Independent Autism Advice Limited

*Offering knowledge, understanding and practical advice with flexibility and patience*

www.independentautismadvice.com

independentautismadvice@gmail.com

### TERMS AND CONDITIONS OF SERVICE

02.02.2021

#### Privacy and Data Protection:

- Independent Autism Advice Limited is GDPR (General Data Protection Regulation) compliant.

#### Payment:

- Independent Autism Advice Limited is not currently a VAT registered company. The company is registered with HMRC for payment of tax;
- Preferred payment method is through direct Bank Transfer. Cheques are accepted;
- Payment should be made within 10 working days from receipt of invoice;

#### Independent Autism Advice Limited will:

- Provide proof of Enhanced DBS Certification and personal identification;
- Rearrange visits cancelled by Independent Autism Advice Limited due to unforeseen circumstances;
- Provide any written feedback electronically within 12 working days and 15 working days for paper copies;
- Provide a professional service working in the best interest of the child/young person;
- Reserve the right to decline to work for organisations/individuals, including on the grounds of ethos, practice and/or interventions considered not to be in the best interest of the child/young person;
- Be committed to anti-discriminatory and equal opportunities practice;
- Provide a proactive response to concerns/complaints, working towards a mutual resolution;

#### The client will:

- Provide a contact to coordinate arrangements. Arrangements will include, ensuring availability of relevant individuals/staff, the child/young person and agreed documentation;
- Provide a distraction free area to work with the child/young person and/or meet parents/carers;
- Provide access to an appropriate room/space for training/workshops where applicable;
- Meet the cost of visits or training cancelled by the client at less than 48 hours' notice, where alternative arrangements are not convenient for Independent Autism Advice Limited;
- Make available key information and policies where applicable, including details of Designated Safeguarding Lead/s;

#### Consent:

- Written consent **must** be given by the parent/carer with parental responsibility before work is undertaken with the child/young person (see privacy notice and consent form);

#### Safeguarding, Health and Safety Policies:

- Independent Autism Advice Limited follows the statutory guidance provided in the Government *Working together to safeguard children 2018* document and will comply with the safeguarding procedures of an educational settings/organisations in line with the relevant local authority Safeguarding Children Board, including the use of the Multi-Agency Safeguarding Hub (MASH);
- Independent Autism Advice Limited will work in accordance with relevant policies at an educational setting/organisation, including Special Educational Needs and Disability (SEND) and Health and Safety;
- Risk Assessments will be undertaken where considered appropriate by Independent Autism Advice Limited.

Registered in England and Wales, Company Number:12146784

Independent Autism Advice Limited, 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ, ENGLAND.