



GUIDING SEND FAMILIES

Special educational needs & disabilities

Supporting children, young people and families through advocacy, mentoring, SEND guidance and preparation for adulthood.

Terms & Conditions

Organisation: Guiding SEND Families

Policy Owner: Nicola Palfreyman (Sole Trader)

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Review Frequency: Annually

1. Introduction

These Terms and Conditions apply to all services provided by Guiding SEND Families.

By engaging with Guiding SEND Families, clients confirm that they have read, understood and agree to these Terms and Conditions.

2. Services

Guiding SEND Families provides independent SEND advocacy, consultancy, mentoring and support services for children, young people and families.

Services may include, but are not limited to:

- SEND advocacy
- EHCP support
- SEND appeals and Tribunal preparation support
- Parent mentoring
- Young people's mentoring
- EOTAS support
- Life skills and preparation for adulthood support
- Consultancy and guidance
- Attendance at meetings
- Support with communication between families and professionals

Services will be tailored to individual circumstances and agreed in advance.

3. Support Delivery

Support may be provided through:





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- Face-to-face meetings
- Microsoft Teams meetings
- Telephone conversations
- Email communication
- Attendance at schools or professional meetings
- Community-based sessions

The method of support will be agreed before services commence.

4. Fees and Payment

Fees are charged at the agreed hourly rate or fixed fee where applicable.

Payment arrangements will be discussed before support begins.

Invoices are payable within 7 days of the invoice date unless otherwise agreed in writing.

Payment should be made using the method detailed on the invoice.

Late payment may result in services being paused until outstanding invoices have been settled.

Guiding SEND Families reserves the right to decline future bookings where invoices remain unpaid.

5. Client Responsibilities

Clients are expected to:

- Provide accurate and relevant information to enable appropriate support.
- Inform Guiding SEND Families of any significant changes that may affect services.
- Treat all interactions with courtesy and respect.
- Attend agreed appointments or provide appropriate notice if unable to attend.
- Pay invoices within the agreed payment period.
- Raise any concerns promptly so they can be addressed appropriately.

6. Communication





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Guiding SEND Families aims to respond to enquiries and emails within a reasonable timeframe, normally within two working days.

Response times may vary during weekends, public holidays, periods of annual leave or unforeseen circumstances.

7. Cancellations and Non-Attendance

If you need to cancel or rearrange an appointment, a minimum of **24 hours' notice** is required.

Appointments cancelled with less than 24 hours' notice will normally be charged in full.

In exceptional circumstances, discretion may be exercised at the sole discretion of Guiding SEND Families.

If Guiding SEND Families needs to cancel or rearrange an appointment, an alternative appointment will be offered as soon as reasonably practicable.

Failure to attend a scheduled appointment without prior notice will normally be treated as a late cancellation and the full fee will remain payable.

8. Confidentiality

Information shared during support will be treated confidentially and handled in accordance with the Privacy & Data Protection Policy.

Confidentiality may only be overridden where:

- There is a safeguarding concern.
- Disclosure is required by law.
- There is a significant risk of harm to an individual.

Where appropriate, information sharing will be discussed with the client unless doing so would increase risk.

9. Record Keeping

Guiding SEND Families maintains appropriate records relating to services provided.





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Records are stored securely and managed in accordance with the Privacy & Data Protection Policy, UK GDPR and the Data Protection Act 2018.

10. Professional Boundaries

Guiding SEND Families provides independent SEND advocacy, mentoring, consultancy and family support.

The service does **not** provide:

- Legal representation
- Medical advice
- Clinical assessments
- Psychological assessments
- Counselling or therapy
- Healthcare services

Where specialist support is required, appropriate signposting or referrals may be recommended.

11. Travel

Face-to-face services are available throughout West Oxfordshire.

Travel outside this area may be available and may incur additional travel charges. Any additional costs will always be discussed and agreed in advance.

12. Liability

Guiding SEND Families will exercise reasonable care, skill and professionalism in delivering services.

However, no guarantee can be made regarding the outcome of SEND assessments, EHCP decisions, school placements, Tribunal decisions or decisions made by local authorities, educational settings, healthcare providers or other organisations.

Clients remain responsible for decisions made on their behalf and for providing accurate information relevant to the services requested.

13. Ending Services





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Either the client or Guiding SEND Families may end support by providing reasonable notice.

Guiding SEND Families reserves the right to end services immediately where there are:

- Safeguarding concerns.
- Threatening, abusive or inappropriate behaviour.
- Non-payment of agreed fees.
- Circumstances that make continued support unsafe or inappropriate.

Where appropriate, information about alternative sources of support may be provided.

14. Complaints

If you are dissatisfied with any aspect of the service provided, concerns should be raised as soon as possible.

Complaints will be managed in accordance with the Guiding SEND Families Complaints Policy, which is available on request.

15. Policy Review

These Terms and Conditions will be reviewed annually, or sooner if there are changes to legislation, guidance or business practices that may affect their content.

