



GUIDING SEND FAMILIES

Special educational needs & disabilities

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

Terms & Conditions

Guiding SEND Families

Introduction

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

By engaging with Guiding SEND Families, you agree to these Terms and Conditions.

Services

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

Services may include:

- **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**





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Support Delivery

Support may be provided through:

- **Face-to-face meetings**
- **Microsoft Teams meetings**
- **Email communication**

The method of support will be agreed in advance.

Fees and Payment

Fees are charged at an hourly rate unless otherwise agreed.

Payment arrangements will be discussed before support begins.

Invoices must be paid within the agreed payment period.

Cancellations & 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 be charged in full.

In exceptional circumstances, discretion may be applied 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 possible.





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If a client fails to attend a scheduled appointment without prior notice, the appointment will be treated as a late cancellation and the full fee will remain payable.

Confidentiality

Information shared during support will be treated confidentially.

However, confidentiality may be overridden where there are safeguarding concerns or a legal obligation to share information.

Record Keeping

Guiding SEND Families may retain records of support provided in accordance with the Privacy Policy and applicable data protection legislation.

Professional Boundaries

Support is provided within the scope of SEND advocacy, mentoring and consultancy.

Guiding SEND Families does not provide legal representation, medical advice, therapeutic services, counselling, psychological assessment or healthcare services.





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Travel

Face-to-face support is available within West Oxfordshire.

Travel outside this area may incur additional charges, which will be agreed in advance.

Liability

Guiding SEND Families will take reasonable care in providing services but cannot guarantee specific outcomes.

Decisions made by schools, local authorities, tribunals, healthcare providers or other agencies remain the responsibility of those organisations.

Policy Review

These Terms and Conditions will be reviewed annually.

