

Surrey Dyslexia Consultancy- Terms and Conditions

Booking a Diagnostic Assessment:

- Diagnostic assessments can be booked by phone or email. The assessor will confirm the appointment by email. Both email and phone contact details must be provided to the assessor.
- A £100 non-refundable deposit will be taken at the time of booking to secure your date and time (payable by bank transfer). This deposit will be deducted from the total amount payable. ¹
- £450 (which is the remainder of the balance) is due 7 days prior to the assessment.
- Prior to the assessment, the assessor will request background information from you and your child's school. A report cannot be completed unless this information is provided.
- It is essential that the student has had a standard eye test within the two years prior to assessment. Glasses must be brought to the assessment if required.
- As the tests used are heavily influenced by an English-speaking culture, the student needs to have lived in an English-speaking country and to have been regularly speaking English for a minimum of seven years.
- Cancellation within 48 hours of the assessment will result in the non-return of the full fee.
- If the assessor has to cancel an assessment appointment you will be offered an alternative date if possible. If this is not possible you will receive a full refund.

During an Assessment:

- The assessor will act with professionalism during the assessment with due care to the student's comfort and needs.
- The student is required to behave in a manner conducive to determining an accurate diagnosis. Where co-occurring needs mean that extra accommodations may be needed, this should be discussed with the assessor prior to assessment.
- Whereby the assessment takes place at the assessor's house, the parent/ carer may wish to stay on site. There is a comfortable sitting room to wait in (next to the assessment room). Only the student to be assessed is allowed in the assessment room as no distractions are permitted.
- Where an individual is left with an assessor, the parent/carers will have provided a contact phone number and will be freely available during this time.
- The assessor reserves the right to pause or postpone an assessment where an individual is becoming unduly upset by the process or their behaviour is not deemed appropriate for the assessment.
- Occasionally the assessor deems it to be appropriate to split the assessment session over two sessions. If the student is struggling to retain focus throughout their initial assessment session, they may be asked to return to complete the assessment at a later date (within two-weeks of their initial session); there will be no extra charge for this.

¹ There is a 14-day cooling off period, after which time the deposit is non-refundable. If the assessment takes place within 14 days of booking, the cooling off period does not apply.

- As part of the dyslexia assessment process, the assessor may need to make short audio recordings of your child during certain tasks. These recordings help ensure the accuracy of observations and allow for a thorough analysis of your child's spoken responses, especially in tasks involving reading and expressive language. Recordings will be used solely for the purposes of assessment and report writing. All recordings will be stored securely and deleted within 48 hours. Recordings will not be shared with any third party. By agreeing to proceed with the assessment, you confirm your consent for audio recordings to be made and used as described above.

Payment Terms:

The assessor will be unable to complete the assessment where full payment has not been made.

Please make payment by bank transfer to the following:

Account Name: Mrs N Pearson

Account Number: 02400405

Sort Code: 40-11-18

After Assessment:

- The report will be completed within 3 weeks and will be supplied via a password protected e-mail. This will be written to the required standard and adhere to the guidelines outlined by The SpLD Assessment Standards Committee (SASC).
- If the student shows signs of a visual difficulty during assessment, the assessor reserves the right to withhold an assessment report until the extent/impact of any visual difficulties has been determined.
- Minor amendments to the background information may be requested up to 30 days after a report has been received.
- Once a report has been finalised (no later than 30 days after the report has been submitted), this concludes the assessment process.
- Please be aware that despite our best efforts and expertise, we cannot provide an absolute guarantee of a definitive diagnosis.

Privacy Policy:

- The assessor is registered with the Information Commissioner's Office (ICO), adhering to Data Protection Guidance and is committed to protecting the privacy of individuals. Accordingly, all personal data collected will be subject to the Privacy Policy, available at: [PRIVACY POLICY | Surrey Dyslexia Consultancy](#)
- All client questionnaires, raw data test sheets and all other personal data will be permanently deleted/destroyed 30 days after the assessment report is sent out. Copies of the assessment report will be kept for 6 years for adults and up until the age of 24 for minors. However, **it is strongly recommended that you keep a copy of your report securely**. After this time the assessor will not be able to supply you with a copy of your report.

By proceeding with the deposit payment, you are agreeing to the terms set out in this document and it is confirmed that the assessment is going ahead with the permission of all those with parental responsibility.