**Terms and Conditions**

**1. Booking and Payment**

* A non-refundable deposit of 50% (£345) of the full fee (£690) is required at the time of booking or within 48 hours thereof to secure the assessment date. If payment is not received within this time, the timeslot will be released due to high demand.
* The remaining balance of 50% (£345) is payable a minimum of 48 hours before the assessment date. If payment is not received within this time, the assessment will be cancelled and will only be rescheduled upon receipt of payment.
* If the booking requires travel to a school or a client’s home, mileage may be charged at £0.45 per mile (or such other higher rate as may be notified to the client in advance). This fee will be agreed upon in advance and must be paid with the final balance.
* Payment ensures an assessment for dyslexia in line with SASC guidelines but does not guarantee a diagnosis of dyslexia. Further information is available here: [SASC Assessment Guidance](https://sasc.org.uk/assessment-guidance/).

**2. Cancellation Policy**

Plans can change. Please notify us as soon as possible if you need to cancel or reschedule your assessment:

* **Within 48 hours before the assessment:** Cancellations or reschedules made within 48 hours of the agreed assessment date, or non-attendance, will incur a full fee of £690. This also applies if late arrival prevents the assessment from being completed.
* **Within 14 days before the assessment:** Cancellations will result in the forfeiture of the 50% deposit already paid.

All cancellation or reschedule requests must be submitted via email to: [ms@insightdyslexiaservices.co.uk](mailto:ms@insightdyslexiaservices.co.uk) and confirmed by telephone at: 0751 3287608

In very rare circumstances where I am the one requiring a cancellation clients will be informed at the earliest possible opportunity and I will work with you to reschedule.

**3. Your Responsibilities**

To ensure the assessment runs smoothly, clients must:

* Ensure all background information forms from parents/carers and the school are submitted before the assessment. Without these, the assessment may be cancelled or rescheduled.
* Provide Insight Dyslexia Services (Sandra Siggins) with any school reports or other diagnostic reports that parents/carers feel may be useful to inform the assessment.
* Ensure the individual being assessed has had a vision check within the last two years. Visual difficulties, such as text moving and blurring, should be discussed with a suitably qualified optometrist before an assessment for dyslexia. If glasses are required, they must be brought to the assessment. The assessment cannot take place otherwise.
* Ensure that the child being assessed has been speaking English regularly and living in an English-speaking country for at least 7 years prior to the assessment date.
* Ensure that any hearing difficulties have been investigated and discussed with Sandra Siggins prior to the assessment.
* Discuss any additional needs or accommodations with Sandra Siggins prior to assessment.
* Ensure an adult familiar to the child is nearby during the assessment. Due to the need for concentration, siblings cannot be accommodated during the assessment.

**4. During the Assessment**

* Full cooperation is essential. If cooperation is not possible, the session may be terminated.
* Behaviour affecting the validity of the assessment may result in incomplete reporting.
* If the individual becomes distressed during the process, the session may be paused or postponed.
* Audio recording may be used for qualitative purposes but will be destroyed once the assessment is complete. If you have concerns, please discuss them with Sandra Siggins.

**5. Assessment Reports**

* Reports will be completed within 30 days and sent securely. Sandra Siggins will make every effort to send the report within the stated time limit but does not accept liability for failure to deliver within the stated time where circumstances are beyond her control.
* If the individual being assessed is over 16 years of age, permission will be required for reports to be sent to or discussed with parents, even if the parent has paid for the report. Disclosure of elements of a report may also be refused if the individual has requested this.
* Reports meet the standards of the SpLD Assessment Standards Committee (SASC).
* A 20-minute follow-up meeting or phone call is offered to discuss assessment results.
* Background information amendments can be requested within 30 days of receiving the report. After this time, the report is considered final.
* Reports will not be issued until payment has been made in full.

**6. Code of Ethics**

Sandra Siggins is a member of the Professional Association of Students with Specific Learning Difficulties (PATOSS) and the British Dyslexia Association (BDA) and abides by their codes of ethics. For information on their complaints procedures, please visit: [PATOSS Code of Ethics](https://www.patoss-dyslexia.org/write/MediaUploads/Resources/CodeofEthicsandProfConduct2022.pdf) and [BDA Code of Ethics and Conduct for Accreditation](https://www.bdadyslexia.org.uk/terms/bda-code-of-ethics-v2-april-2019).

**7. Privacy Policy**

We respect your privacy and are committed to protecting your personal information. All personal data will be handled in line with the Privacy Policy, available on the website.

**8. General Terms**

* Sandra Siggins reserves the right to update or amend these terms and conditions at any time.
* While every effort is made to provide a clear diagnosis, it may not always be possible to confirm or rule out dyslexia unless evidence aligns with current definitions of dyslexia approved by SASC. Recommendations for addressing literacy difficulties will be included in the report regardless of whether or not a diagnosis of dyslexia is made.
* If visual difficulties are identified during the assessment, the report may be withheld until further evaluation of that issue has taken place. It is the responsibility of the client and/or their parent(s) (as appropriate) to arrange for an examination by a behavioural optometrist and to provide their report to Sandra Siggins in order that her report may be finalised.
* Sandra Siggins reserves the right to terminate an assessment or withhold a report if:
  + She feels that the referral is outside her area of expertise.
  + The client fails to cooperate fully with the assessment procedure, compromising its validity.
  + The client fails to comply with the terms and conditions outlined above.
  + The client behaves in a manner which causes a risk to the health and safety of either the client themselves or to Sandra Siggins
  + She is not in a position to deliver the services under the terms of the contract.

**9. Limitation of Liability**

While every effort is made to provide a high-quality, evidence-based diagnostic assessment, no guarantees can be made regarding outcomes, diagnoses, or acceptance of the report by external bodies (e.g., local authorities, SFE, or schools). It is the client’s responsibility to confirm in advance whether the report format will meet specific institutional requirements.

**10. Intellectual Property**

The final report remains the **intellectual property** of Sandra Siggins and is provided for the personal and educational use of the client. It must not be shared publicly, copied, or reproduced without written permission.

**11. Safeguarding**

Sandra Siggins holds an **Enhanced DBS certificate** and is committed to safeguarding all children and young people. Safeguarding concerns raised before, during, or after the assessment will be followed up in line with statutory guidance and may be reported to the appropriate authorities if necessary.