



Terms and Conditions

Effective Date: 11th May 2026

1. Introduction

These Terms and Conditions apply to all services provided by North East Lincolnshire Dyslexia Services, including specialist dyslexia assessments, consultancy, school audits, staff training, and follow-up support.

By booking or commissioning services, clients, schools, and organisations agree to these Terms and Conditions.

2. Services Provided

Services may include:

- Specialist dyslexia assessments
- Diagnostic consultations
- Written assessment reports
- Staff training and CPD sessions
- Dyslexia-friendly school audits
- Consultancy for schools, colleges, and organisations
- Follow-up advice and recommendations

Specific details of services, fees, and timescales will be confirmed in writing before work begins.

3. Bookings

Appointments and commissioned services are confirmed once:

- a booking has been agreed
- required forms have been completed
- any requested deposit has been paid

Assessment appointments are not guaranteed until confirmation has been issued.

4. Fees and Payment

a) Assessments

Fees for dyslexia assessments include:

- pre-assessment review of background information
- assessment session(s)
- scoring and analysis
- written diagnostic report
- feedback discussion where applicable

b) Training and School Services

Fees for training, audits, and consultancy are agreed in advance and may vary depending on:

- length of service
- travel requirements
- preparation time
- number of staff attending
- follow-up reporting required

c) Payment Terms

- A deposit may be required at the time of booking
- Full payment for private assessments is due before the final report is released
- Invoices for schools and organisations are payable within 14 days unless otherwise agreed
- Late payments may incur additional charges where appropriate

Payment methods will be confirmed at booking.

5. Cancellations and Rescheduling

a) Client Assessment Appointments

- More than 7 days' notice: no cancellation fee
- 3–7 days' notice: 50% of the assessment fee may be charged

- Less than 48 hours' notice: full fee may be charged

Rescheduling may be offered at our discretion depending on circumstances.

b) School Training and Audit Services

- More than 14 days' notice: no cancellation fee
- 7–14 days' notice: up to 50% of the agreed fee may be charged
- Less than 7 days' notice: full fee may be charged

This reflects preparation time and reserved availability.

c) Cancellation by North East Lincolnshire Dyslexia Services

If we need to cancel due to illness, emergency, or circumstances beyond our control, an alternative appointment or full refund of fees paid for the cancelled service will be offered.

6. Reports and Recommendations

Assessment reports are prepared using professional judgement based on information available at the time of assessment.

Recommendations are advisory and do not guarantee access to exam arrangements, funding, or statutory support.

Final decisions regarding access arrangements, school provision, or formal recognition remain with the relevant school, college, university, employer, or awarding body.

7. Confidentiality

All personal information is handled in accordance with our Privacy Policy and UK GDPR.

Reports and information will not be shared without lawful reason and appropriate consent where required.

For school services, professional confidentiality will be maintained while ensuring safeguarding responsibilities are met.

8. Safeguarding

Where services involve children or vulnerable individuals, safeguarding responsibilities will always take priority.

Concerns relating to safety or welfare may need to be shared with appropriate safeguarding professionals in line with legal and professional obligations.

9. Travel and Remote Services

Travel costs for onsite school visits may be charged where agreed in advance.

Remote consultations, training, and meetings may be delivered online where appropriate.

Clients are responsible for ensuring suitable access to online platforms when remote services are booked.

10. Complaints

We aim to provide a high-quality professional service.

If you are dissatisfied with any aspect of the service, please contact us in writing so we can seek to resolve the matter promptly and fairly.

Formal complaints should be sent to:

Email: info@northeastlincsdyslexia.co.uk

11. Limitation of Liability

North East Lincolnshire Dyslexia Services will not be liable for indirect or consequential losses arising from recommendations, school decisions, third-party decisions, or delays outside our reasonable control.

Nothing in these Terms limits liability where exclusion would be unlawful.

12. Updates to These Terms

These Terms and Conditions may be updated from time to time. The latest version will be provided upon request and made available where appropriate.

13. Acceptance

By booking or commissioning services, you confirm that you have read, understood, and accepted these Terms and Conditions.