



## Diagnostic Assessment Services Policy for

### The Dyslexia Garden

**Purpose:** This policy outlines the terms and conditions for dyslexia assessment services provided by Becky Glenn at The Dyslexia Garden.

**Scope:** This policy applies to all clients who book and utilise dyslexia assessment services provided by Becky Glenn.

#### Definitions:

- **Client:** The person or persons who request, arrange, and pay for the dyslexia assessment service.
- **Learner:** The person receiving the assessment.
- **Service:** Any dyslexia assessment, consultation, or related service provided by Becky Glenn.

**Policy Statement:** Becky Glenn is committed to providing clear and transparent information regarding fees and payment processes to ensure a professional and straightforward relationship with clients.

#### Fees:

1. **Assessment Fee:**
  - The current fee for a full diagnostic dyslexia assessment is £500.
  - This fee includes the assessment, the preparation of a detailed report, and a follow-up discussion to review the findings and recommendations.
2. **Consultation Fee:**
  - Fees for additional consultations or advisory services will be discussed and agreed upon prior to the provision of services.
  - Any additional costs will be communicated to the client in advance.
3. **Fee Reviews:**

- Fees for services will be reviewed annually in September. Clients will be notified of any changes in advance.

#### Deposits:

1. Booking Deposit:
  - A deposit of 50% of the total agreed fee (£250) is required at the time of booking to secure the assessment date and time.
  - The deposit is refundable if the booking is cancelled within the 14-day cooling-off period.
2. Cooling-Off Period:
  - Clients have a 14-day cooling-off period from the date of booking to cancel the service and receive a full refund of the deposit.
  - After the 14-day period, the deposit is retained but can be applied to a rescheduled date.

#### Payments:

1. Balance Payment:
  - The remaining balance of the assessment fee is due before the final written report will be released.
2. Payment Methods:
  - Payments can be made by cash or bank transfer.
  - Clients will receive payment instructions at the time of booking.
3. Receipts:
  - Receipts will be provided for all payments received, including deposits and final balance payments.

#### Cancellation and Refunds:

1. Client Cancellations:
  - If a client cancels the service after the 14-day cooling-off period but more than 5 working days before the scheduled assessment date, the deposit will be retained, but no additional fees will be charged.
  - If a client cancels within 5 working days of the scheduled assessment date or fails to attend, the full agreed fee will be charged.

2. Rearranging Appointments:
  - Clients may rearrange the assessment date after the cooling-off period without losing their deposit, provided the request is made more than 5 working days before the originally scheduled date.
  - If the request to rearrange is made within 5 working days of the scheduled date, the full fee for the original booking remains payable, but a new date can be arranged at no additional cost.
3. Cancellations by Becky Glenn:
  - If Becky Glenn cancels the booking for any reason, clients will be notified as soon as possible and an alternative date will be offered.
  - If a mutually acceptable date cannot be arranged, a full refund of any deposit or fees paid will be provided.

**By accepting this policy :**

**Please be aware that it may not always be possible for a formal diagnosis of a specific learning difficulty to be made as the result of an assessment.**

**Policy Review:**

- This policy will be reviewed annually to ensure it remains effective and fair to both clients and the assessor.
- Any updates to the policy will be communicated to clients in a timely manner.

**Contact Information:**

- For any questions or further information about this policy, please contact Becky Glenn at The Dyslexia Garden.

Date of Policy: July 2024

Next Review: July 2025

By adhering to this policy, Becky Glenn ensures transparent and fair financial practices, fostering a professional and trustworthy service environment