

Graeme Bryce SEND Consultancy – Terms and Conditions

My commitment to you:

1. **Data Protection:** Graeme Bryce SEND Consultancy is committed to protecting the privacy and security of your personal information. We will collect, use, and store your information in accordance with the General Data Protection Regulation (GDPR) and other relevant laws and regulations.
2. **Outcome Guarantee:** We cannot guarantee the outcome of any Local Authority (LA) decisions but will do our utmost to promote the child's best interests and get this agreed.

Your commitment to me:

1. **Payment Terms:** All invoices must be paid within 10 days of receipt. Late payments may be subject to additional fees and charges.
2. **Cancellations:** We allow cancellations but any work completed is chargeable at a rate of £100 per hour.
3. **Relevant Documentation:** Families agree to send all relevant documentation so that I can complete any work with accurate and relevant information.
4. **Changes:** Any changes must be passed on to me quickly so that I can provide the best work possible.

Your information:

1. **Confidentiality:** We will collect lots of personal information about the child and families but this will be kept confidential and any laws and best practices around this adhered to.
2. **Information Storage:** We will store your personal information for as long as it is needed or required by law.

Communication:

1. **Free Consultation and No Obligation Quote:** We offer a free consultation and no obligation quote to help you determine if our services are right for you.
2. **Communication:** We offer communication through email, telephone or video calls, whichever is most convenient for you.

Complaints/ Disputes:

1. a. **Negotiation:** We are committed to working out any issues in good faith. In the event of a dispute, both parties agree to attempt to resolve it through negotiation.

b. Mediation/Arbitration: If negotiations are unsuccessful, either party may initiate mediation or binding arbitration in a forum mutually agreed to by both parties.

c. Litigation: If litigation is necessary, this Agreement will be interpreted based on the laws of the UK regardless of any conflict of law issues that may arise. The Parties agree that the dispute will be resolved at a court of competent jurisdiction in the agreed upon county.

d. Legal Fees: The prevailing party, or “winner,” will be able to recover its legal fees and other reasonable costs for a dispute resolved by binding arbitration or litigation.

Third-Party Support:

1. We may work with third parties when needed to seek extra support and guidance, but all information will be kept confidential and pseudonyms will be used to protect identities.

By using our services, you agree to these terms and conditions.

If you have any questions or concerns, please contact Graeme Bryce SEND Consultancy for further information.