**Terms and Conditions for Diagnostic Assessments**

**Booking a Diagnostic assessment:**

* Diagnostic assessments can be booked by email or via website.  The assessor will confirm the appointment by email.  Parents/carers must provide both email and phone contact details.
* 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 assessee has had an eyesight check within 6 months prior to the assessment. Glasses must be brought to the assessment if required.
* A diagnostic assessment may be cancelled by the parent/carer prior to the appointment with no charge but we kindly request that you give adequate notice (e.g. 24hrs).
* The assessor may cancel the assessment i.e. due to ill health, up to 24 hours before the assessment.  This will then be rearranged at the earliest possible convenience.

**During an assessment:**

* The assessor will act with professionalism during the assessment.
* The assessee 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.
* Where an individual is under the age of 16 the parent/carer must be available at all times to be collected if required.
* The assessor reserves the right to pause or postpone an assessment where an individual is becoming unduly upset by the process.

**Payment terms:**

* A deposit is paid on booking and then the balance before the assessment report is released.
* Payment of the balance is due in full before the report is released.  The assessor will be unable to complete a report where full payment has not been made.
* Payment can be made by BACS or via Koalender booking.

**After assessment:**

* The report will be completed within 30 working days and will be supplied by email as a password protected PDF.  This will be written to the required standard and adhere to the guidelines outlined by The SpLD Assessment Standards Committee (SASC).
* If the assessee 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.

**Privacy Policy:**

* The assessor adheres 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 on the Reading Doctor website.
* Following the conclusion of the assessment and the compilation of the final assessment report all client questionnaires, all raw data test sheets and all other personal data will be permanently deleted/destroyed.
* The final assessment report will be held by the assessor for **6 years** after the client’s 18th birthday. During this time, you will be able to ask for an electronic copy of the report.  However, **we would strongly recommend 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.

I agree to abide by the terms and conditions as laid out above.