

Terms and Conditions of Service

Before an initial consultation, clients will be asked to sign a declaration indicating that they have read and understood the Terms and Conditions of Service and the Privacy Policy.

Trading Name

Cotswold Speech and Language Therapy is the trading name for a collaboration of Speech and Language Therapists working as Sole Traders.

Assessment and Therapy Sessions

Sessions will vary depending on the needs and attention span of the child. Most therapy sessions will last from 45 minutes to an hour and assessment sessions may take up to 90 minutes. This will include liaison time with parent/ teacher/ Teaching Assistant as appropriate. Verbal feedback will be given following the initial assessment session and periodically thereafter.

Written reports can be provided on request and for an additional charge.

See **Fees Section** (below) for details of costs per session.

Liaison with other professionals

Your Speech and Language Therapist can discuss your child's needs with teaching staff and give advice regarding any targets/programmes or written reports, where these have been provided. With your permission, they may share this with key professionals (such as a Consultant Paediatrician). They will also liaise with your local NHS Speech and Language Therapist, with your permission.

Cancellation Policy

Please give as much notice as possible. If a child is seen in school, notice can be given by either the school or the parent for any instances where the child is not available for their session.

Appointments that are cancelled on the day will be charged at the normal session rate and will be at the discretion of the therapist.

This includes appointments in schools and nurseries.

In the event that we need to cancel we will offer a replacement appointment as soon as we can.

Opting Out

If, in the individual Speech and Language Therapists professional opinion, your child is no longer benefiting from therapy or needs a break, this will be discussed this with you. Similarly, you have the right to stop therapy at any time.

Safeguarding

We will only share personal information with other Multi-Disciplinary Professionals involved such as GPs, Educational Psychologists and/or school staff with your consent. In exceptional cases when there is a genuine concern for the safety and well being of your child, it may be necessary to share information in the absence of consent.

Each therapist holds a valid Enhanced DBS certificate and attend regular safeguarding training.

Complaints Procedure

Any complaints or concerns should be discussed directly with your therapist in the first instance. If unresolved within 7 days, please contact:

The Health and Care Professions Council:

Park House, 184 Kennington Park Road
London, SE11 4BU
Phone: 020 7840 9814
Fax: 020 7582 4874
Email: ftp@hpc-uk.org

PAYMENT- Via direct bank payment

Initial Consultation: Pre-payment is required prior to the therapist meeting with a child.

Therapy/Review Sessions : Invoices will be sent monthly or payment is accepted following each session.

All invoices must be paid within 14 days of receipt.

An administration charge of £5 will be incurred for late payments.

Any claims from medical companies are the sole responsibility of the client.

Fees are within the guidelines recommended by the Association of Speech & Language Therapists in Independent Practice (ASLTIP) which is approved by the Royal College of Speech & Language Therapists (RCSLT).