Specialist Occupational Therapy Service for people with Dyspraxia and related conditions

Director: Rosaline Van de Weyer BSc (Hons) MSc.

TERMS
We are sole traders and appreciate prompt payment. Thank you.
In the event of a late payment this will incur cumulative surcharges of 10% above bank base rate per month from the invoice date.
There is no obligation on the Therapist to continue work until an overdue invoice is paid.

CONDITIONS
Your instructions should state clearly the purpose of the Occupational Therapy intervention required. e.g. One off Dyspraxia Assessment, other assessments, school/college/university support, work retention, return to work, coaching in work, increasing my independence, Sensory Integration, Relaxation or other.
If you are not sure what you need please discuss with your therapist before you meet.
Copies of all relevant previous Psychological, Occupational Therapy Assessments and work records to be made available to your therapist or Dyspraxia UK prior to the Assessment.
The treating Therapist’s CV will be forwarded to you on request.
Following your assessment/consultation you will be sent a link to an online survey. Please complete this as it helps us evaluate our work. Your compliments and suggestions are appreciated.
Invoices for hourly work will be issued monthly.
Please pay within 14 days of the Invoice date.

CANCELLATION POLICY
For cancellation of bookings, there will be a 15% administration charge of the total cost.
If less than 24 hours’ notice is given, there will be a charge of 50% of the total cost.
Occasionally, it may be necessary for the Therapist to change the appointment. In this case, another appointment will be offered at the earliest mutual convenience.
Terms and Conditions

PRIVACY POLICY AND DATA PROTECTION
The Privacy Policy of Dyspraxia UK can be viewed at: www.dyspraxiauk.com/privacypolicy.php

COMPLAINTS PROCEDURE
We are committed to providing a high-quality occupational therapy service to all our clients. If something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively
- To ensure that all complaints are handled in a consistent manner throughout
- To increase customer satisfaction
- To use complaints constructively in the planning and improvement of all services

Dyspraxia UK would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact the Dyspraxia UK office and, if you feel able, speak to a member of staff who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to:

Rosaline Van de Weyer
Director of Dyspraxia UK
9 Orwell Terrace
Barrington
Cambridge
CB22 7SG

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

Valid from 26 June 2019