



Service Level Agreement (SLA) Policy

The Service Level Agreement (SLA) sets out a shared understanding between all parties involved in commissioned work delivered by **IMPACT: Autism Consultancy & Training Ltd.** It acts as a **Memorandum of Understanding**, outlining the expectations, obligations and entitlements of:

- The child/young person and their parent/carer
- The commissioning school, setting, organisation or local authority
- IMPACT: Autism Consultancy & Training Ltd.

The purpose of this agreement is to ensure clarity, transparency, and consistent expectations across all commissioned work.

1. School-Commissioned Work: Terms & Conditions

1.1 Booking & Payment:

- **Full payment** is due within **1 calendar month** of IMPACT: Autism Consultancy & Training Ltd. completing the work, unless alternative terms have been agreed in writing.
- For **block bookings**, payment is due **within one month of the end of the academic term**.
- Payment by **BACS** is preferred; cheque payments are accepted. All payment details are provided on the invoice.

1.2 Data Protection:

(See Data Protection Policy for full details.)

- It is the **school's responsibility** to inform parents/carers that IMPACT: Autism Consultancy & Training Ltd. may observe or work directly with their child/young person.
- Information gathered during the work is used solely for the purpose of completing agreed reports, advice and records.
- Information pertaining to the child/young person may be shared with the school's **SENDCO team**, who may disseminate it to other relevant staff to support teaching and understanding.
- No personal data will be shared with any third party without parental/carer consent, unless legally required.

1.3 Cancellations:

- If a session or consultation is cancelled with **less than 48 hours' notice**, an alternative session will be offered where possible.



2. Family-Commissioned Work: Terms & Conditions

- **Full payment** is due within **1 calendar month** of IMPACT: Autism Consultancy & Training Ltd. issuing an invoice, unless alternative terms have been agreed in writing.
- BACS is preferred; cheque payments are accepted. Payment details are provided on the invoice.
- **Payment is non-refundable.**
- If a session is cancelled with **less than 48 hours' notice**, an alternative session will be offered where possible.

3. Training Courses:

3.1 Booking & Payment:

- Once a booking is made, an **invoice will be issued** to the named person or organisation.
- **Full payment is due within 1 calendar month** of IMPACT: Autism Consultancy & Training Ltd. delivering the training session/course, unless alternative terms have been agreed in writing.
- Payment should be made by **BACS**, using the details provided on the invoice.
- Please quote your **invoice reference number** when making payment.
- The person or organisation identified on the booking form is **liable for payment** once the booking has been confirmed.
- Confirmation of booking and joining instructions will be issued by email.

3.2 Cancellations:

- IMPACT: Autism Consultancy & Training Ltd. reserves the right to cancel an open training course (e.g., due to low numbers). In such cases, a **full refund** will be issued.
- Delegates may cancel their place on an open course, subject to the following refund terms:
 - **More than 28 working days before** the course: *full refund*
 - **14–28 working days before** the course: *50% refund*
 - **Less than 14 working days before** the course: *no refund*
 - *(If a doctor's note is provided, refunds may be offered at the discretion of IMPACT: Autism Consultancy & Training Ltd.)*
- For training commissioned by an organisation, sessions may be **rescheduled** if notice of cancellation is given **at least 48 hours** before the course date.

4. Resources:

- IMPACT: Autism Consultancy & Training Ltd. designs and creates a range of bespoke resources and training materials.



- Resources may be shared with school staff and families, where appropriate, to support ongoing work.
- All resources remain protected by **copyright**.
- Resources must **not** be shared publicly (including on social media or internet forums) without **written permission** from IMPACT: Autism Consultancy & Training Ltd.

5. Complaints:

IMPACT: Autism Consultancy & Training Ltd. is committed to providing a high-quality service. Any concerns or complaints will be taken seriously and handled in a fair, transparent and timely manner.

- All concerns or complaints should be submitted **in writing** to the Company Director at IMPACT: Autism Consultancy & Training Ltd.
- Where a school, organisation or local authority receives a concern from a child/young person or parent/carer relating to commissioned work, they should notify IMPACT within **two working days**, wherever possible.
- The Company Director will aim to resolve all complaints directly with the complainant through clear communication, clarification, and agreed next steps.

5.1 Escalation:

As IMPACT: Autism Consultancy & Training Ltd. is a sole-director organisation, there is no internal escalation route. If a complaint cannot be resolved informally or formally with the Company Director, the matter may be reviewed alongside:

- The **Head teacher/Manager** of the commissioning school or organisation (where appropriate)
- The **parent/carer** or commissioning representative
- Any relevant external professional body or safeguarding authority, if the complaint relates to safety or professional conduct

5.2 Record keeping:

A written record of all complaints, response times, actions taken, and outcomes will be held securely by IMPACT: Autism Consultancy & Training Ltd. in line with the organisation's Data Protection Policy.



COMPLAINT FORM

Member of Staff receiving the complaint: _____

From (Name of Parent/Carer/LA/Other): _____

Name of Child/Young person: _____

Date/Time of complaint: _____

Complaint: _____

Action Taken by IMPACT: Autism Consultancy & Training Ltd./ School/ LA/
Organisation (delete as applicable): _____

Outcome: _____

IMPACT: Autism Consultancy & Training Signature & Name: _____

Date of report: _____