



## **Service Level Agreement Policy**

The Service Level Agreement is designed to promote understanding between all the parties involved in collaborative arrangements:

- Child/Young Person and their Parent/Carer
- The School/ Setting/ Organisation/ LA
- IMPACT: Autism Consultancy & Training Ltd.

The document is a Memorandum of Understanding that sets the obligations and entitlements of all signatories. Its purpose is to give all parties a clear understanding of their obligations and entitlements.

### **School commissioned work: Terms & Conditions:**

#### *Booking & Payment:*

- Once a quote has been agreed a booking form must be signed and returned as accepted via email.
- Full payment is due either ahead of work commencing or within 7 working days of IMPACT: Autism Consultancy & Training carrying out the work, this is dependent on each booking agreement. Unless a block of work has been quoted and agreed, then payment is due at the end of each month or half term, whichever is sooner.
- IMPACT: Autism Consultancy & Training prefers BACS payments but will also accept payment by cheque, all information will be sent to the school or setting via an invoice.

#### *Data protection:* (See Data Protection Policy for further information)

- It is the school's responsibility to inform parents that we may be observing and working with their child/young person.
- Information is gathered for the records /reports we will write about the work we will do with the child/young person.
- Information about the work we do is shared with the SENDCO team, who may then disseminate this to the class teacher and any other staff school feel is required to know the information in order to aid the teaching and understanding of the child/young person.
- No personal data is shared with any third party unless agreed by parents/ carers.

#### *Cancellations:*

- If a session or consultation is cancelled within 48 hours' notice, you will be offered an alternative session.

### **Family commissioned work: Terms & Conditions**



- Once a quote has been agreed a booking form must be signed and returned as accepted via email.
- Full payment is due prior to IMPACT: Autism Consultancy & Training carrying out the agreed work. The preference is BACS payments but will also accept payment by cheque, all information will be sent to you with an invoice.
- Payment is non-refundable.
- If a session is cancelled within 48 hours' notice, you will be offered an alternative session.

### Training Courses:

#### *Booking & Payment:*

- Payment is required upon booking.
- Payment should be made by BACS using the details given on the INVOICE.
- Please ensure you quote your INVOICE REFERENCE NUMBER with your payment.
- Payment must be received preferable at least one week prior to the course commencing.
- The person/organisation identified on the booking form will be liable for payment once the booking has been made.
- Confirmation of booking and joining instructions will be sent by email once the invoice is paid.

#### *Cancellations:*

- IMPACT: Autism Consultancy & Training reserves the right to cancel an open training session/course e.g. if under-subscribed. In such circumstances a full refund will be made.
- Places may be cancelled on open courses by contacting IMPACT: Autism Consultancy & Training prior to the course commencing, but refunds will only be issued based on the following notice periods:  
More than 28 working days before – full refund  
14-28 working days before – 50% of the fee will be refunded  
Less than 14 working days before – no refund. (Please note: If a copy of a doctor's sick note is provided refunds may be made at the discretion of IMPACT: Autism Consultancy & Training).
- For organisation booked training courses, the training can be rescheduled if notice of cancellation is given within 48 hours.

### Resources:

- As part of our offer, we design and create a variety of resources and training packages.
- Resources may be shared with school staff and families of students we work with, as appropriate.
- All resources are protected by intellectual copyright.

# IMPACT: Autism Consultancy & Training Ltd.

## Company Policies



- Any resources created are the sole property of IMPACT: Autism Consultancy & Training Ltd. and the resource and its content are not to be shared on any social media platforms or Internet forum without the written consent of an IMPACT: Autism Consultancy & Training Ltd.

### Complaints:

There are requirements under the law to have a complaints procedure in place when educating young people.

- All complaints from service users/ clients about the service provided by IMPACT: Autism Consultancy & Training Ltd should be raised in writing with the named contact at IMPACT: Autism Consultancy & Training Ltd.
- Wherever possible, School/ Organisations/ LA will contact IMPACT: Autism Consultancy & Training Ltd. within two working days of receiving any complaint from child/young person or parent/carer. IMPACT: Autism Consultancy & Training Ltd. will try to resolve the complaint directly with the complainant.
- In the case of an unresolved complaint, the matter should be dealt with by the Headteacher of School/Manager of referring Organisation, a Senior Manager from IMPACT: Autism Consultancy & Training Ltd. and the Parent or Carer of the child/young person.
- A register of complaints to be kept at IMPACT: Autism Consultancy & Training Ltd., together with response times and outcomes.



## **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: \_\_\_\_\_