**Service Level Agreement (Terms, conditions and operational protocols) between Stillwaters Psychology Limited and their Commissioner.**

This agreement describes the general terms, conditions and operational protocols to accompany any formal contractual agreement that Stillwaters Psychology Limited may enter into with commissioned services. It is also intended to provide a quick guide to services currently offered, coupled with a brief description of the way Stillwaters Psychology Limited psychologists will work with those who Commission their services and associated clients and contacts.

1. **Conditions**

2.1 Our psychologists meet or are subject to the following:

* Are fully qualified to practice in the UK i.e.: at the statutory minimum to be registered with the health and Care Professions Council (HCPC) permitting them to use one of the protected vocational titles that relate to applied psychologists. They may also be registered with professional bodies such as the British Psychological Society and be entered onto other voluntary registers i.e.: Chartered Psychologists. These safeguards ensure that the practitioner confirms to published professional and ethical standards and that there is a process for redress should any Commissioner feel that the service they have received falls below the published standards.
* Have undertaken Disclosure and Barring Service (DBS) checks and will be willing to share any relevant documents confidentially.
* Engaged in Continuing Professional Development (CPD) in accordance with standards laid down by the HCPC and will not undertake work beyond their levels of professional competency and training.
* Endeavour to work flexibly, collaboratively, respectfully and openly with Commissioners, at all times, and will anticipate the Commissioner reciprocating.
* Work within a highly versatile and established model(s) of delivery (best practice) for psychologists supporting the learning, social and emotional development of children and young people within schools and community settings.
* Where appropriate, base their formulation, professional views and opinions on the best available analysis and on the most current and relevant research.
* Are appropriately covered by the necessary insurances.

2.2 Confidentiality

In compliance with Data Protection Act 1998 (DPA) and the General Data Protection Regulation (GDPR) (EU) 2016/679. Stillwaters Psychology are registered with the ICO.

Data received is not shared with anyone or used for marketing purposes, other than those appointed by the Commissioner.

2.3 Consent

The Commissioner is to confirm a list of all those that Stillwaters Psychology are permitted to request and exchange information with, as specified in the Service Level Agreement Offer Form or upon confirmation, in writing, with the Commissioner.

The purpose of this information gathering is to provide a complete and full assessment report as instructed. Stillwaters Psychology Limited will not share any data other than with those instructed to do so. Commissioners can withdraw this consent at any time by applying to do so in email to [tracey@stillwaterspsychology.com](mailto:tracey@stillwaterspsychology.com)

Should an Advocate/Solicitor not be appointed the Commissioner will be expected to share as much information as possible regarding supporting evidence.

Upon completion of the assessment and/or tribunal process as appointed in the Service Level Agreement Offer Form, all written information will be deleted i.e.: shredded (via an approved company). Specialist materials i.e.: assessment and all other evidence/process notes will be kept on a disc/area that will be encrypted for 25 years as at current legislation.

2.4 Written Feedback and Reports

Stillwaters Psychology will provide feedback, within a report format, on work undertaken with all parties.

1. **Terms**

3.1 Payment

* Upon submission of the report, tribunal, deliverance of training or other authorised work an invoice will be generated. This invoice will include time and expenses in line with the Service Level Agreement Offer Form signed by the Commissioner. Payment is due upon receipt of invoice unless otherwise agreed in advance, in writing.
* Preferred payment is via bacs. We do not offer an “over the telephone” payment option.
* Should payment not be received as agreed, recovery of fees will be sought via the Small Claims Court.

3.2 Cancellation of Services

* Prior to any assessment work being carried out. £0 charge.
* Any assessment work undertaken, even if partial, will be charged pro-rata along with any expenses incurred.
* If the assessment is completed and the report not started, 75% charge including any expenses incurred.
* If tribunal attendance is booked and cancelled within 24hrs £0 charge. If cancelled, whilst travelling or having arrived at the specified location, full charge including expenses incurred.