



DV-ACT

## DV-ACT Terms and Conditions

T: 07378423587

E: [info@dvact.org](mailto:info@dvact.org)

W: [www.dvact.org](http://www.dvact.org)

- These Terms and Conditions will apply to the purchase of services by you. By making a referral to us, you agree to be bound by these Terms and Conditions.

### Services

- The description of our services in our website does not constitute a contractual offer to provide services. When a referral has been submitted, we can reject it for any reason, although we will try to tell you the reason without delay.
- The cost of each assessment is set out in the referral form. For a full breakdown of the hours please contact the team.
- Timescales may vary dependent upon current workload.

### Documentation

- In order for any work to start we must receive all required paperwork and confirmation of funding.
- Court bundles and case paperwork will be kept for 12 months after referral.
- Client correspondence will be kept for 5 years after referral.

### Invoicing

- Please provide invoicing instructions and any reference number required to ensure payment.
- Any purchase order number provided should cover the full costs of the assessment.
- It is expected that all invoices will be paid within 30 days.

### Client Attendance

- Reasonable efforts to engage clients who miss appointments will be made by the assessor.
- Clients must attend alone and, if support of an approved advocate or mentor is required due to learning needs, this must be agreed in advance.
- Timescales and filing dates can only be met where clients attend all sessions given by the assessor.
- Should a client fail to attend given appointment dates the assessment will be completed based on paperwork and interview with other parties (where applicable)

### Interpreter requirement

- Should the case require an interpreter an appropriate interpreter must be provided by the local authority or solicitors.

### Confidentiality

- All clients will be required to sign a confidentiality form at the first assessment interview
- Should the client refuse to sign this statement the interview will be terminated and the assessment completed without further input from the client.

### Assessor travel

- Travel will be charged in exceptional circumstances and only when agreed in advance.

### Court attendance

- A full day's court attendance is charged at £720 and £450 for a half day.
- 4 weeks' notice for court attendance is required. Please ask for dates to avoid in advance.
- Please send updating papers in advance of court appearances.
- In the event of a court cancellation, we require 24 hours' notice; if insufficient notice is given a cancellation charge of £250 will apply.

### Further Work

- Any further work will need to be funded additionally.

### Privacy

- Privacy is critical to us. We respect your privacy and that of clients referred, we will comply with the General Data Protection Regulation with regard to any personal information.
- Data collected in the referral form is for the following purposes:
  - a) professional contact details that can be used to gain information regarding the case,
  - b) and for future evaluation and marketing purposes,
  - c) clients contact information to arrange interview appointments,
  - d) to enable an appropriate assessor to be allocated to undertake the assessment,
  - e) to give the allocated assessor advance notice of potential areas of concern,
  - f) for the monitoring of demographics.
- Where you supply personal data to us we will comply with our obligations imposed by the data protection laws:
  - a) before or at the time of collecting personal data, we will identify the purposes for which information is being collected;
  - b) we will only process personal data for the purposes identified;
  - c) we will respect your rights in relation to your personal data; and
  - d) we will implement technical and organisational measures to ensure your personal data is secure.
- For any enquiries or complaints regarding data privacy, you can contact our Data Protector Officer at [info@dvact.org](mailto:info@dvact.org).