



Terms of Engagement 2021-22: Private Consultancy Support

1 Booking a service

- 1.1 Following the initial enquiry, Bloom will send a bespoke costed proposal to the client outlining the proposed service. Terms of engagement will be attached with the proposal.
- 1.2 To book a service, the proposal will need to be accepted and agreed in writing. A date for the service to be delivered will then be agreed.

2 Cancellation

- 2.1 In the event of a consultant being unwell and unable to fulfil the booked service, the service will be re-arranged for as soon as possible.
- 2.2 In the event of the consultant or client needing to isolate due to Covid 19, if it is possible for the agreed service to be carried out remotely, with both parties being happy that the same standard of service will be delivered, remote consultancy will be delivered. If this is not possible, the agreed service will be re-arranged for as soon as possible.
- 2.3 If a client is unwell, the agreed service will be re-arranged for as soon as possible. No charge will be made until the service has been delivered.
- 2.4 Clients will be charged for cancellations under 48 hours in advance.

3 Communication and feedback

- 3.1 The means of consultant feedback will be outlined in the costed proposal and agreed by the client on agreement of a proposal.
- 3.2 Timesheets will be kept for each consultancy service delivered. These will be summarized on the invoice and available upon request.

3.3 At the end of Bloom consultancy support an evaluation form will be sent to the individual to provide feedback for the service provided by Bloom.

3.4 Testimonies or case studies may be published on the Bloom website only with consent of the client.

4 Safeguarding

4.1 All Bloom SEND consultants have at least standard DBS clearance.

5 Confidentiality and data protection

5.1 For private customers, further information about Bloom's approach to the handling of personal data can be found in our Privacy Statement at <https://www.bloom-send-consultancy.uk/general-5>.

5.2 For organisations contracting Bloom, please refer to the Privacy Statement. We will not process data beyond the requirements of the service being provided.

5.3 Further details on Bloom's safe use of data can be found on Bloom's Privacy Notice at www.bloom-send-consultancy.uk

5.4 Bloom's Data Protection Officer is Rachel Peregrine. Any queries or concerns regarding use of data or sharing of information should be sent to rachelperegrine@bloom-SEND-consultancy.uk

6 Costing and invoicing

6.1 The costed proposal will be agreed in writing by the client before any consultancy support begins.

6.2 In the event of the service taking longer or costing more than that estimated in the proposal, the client will be notified in writing in advance of any extension of time or costings. If the client would like to extend the service provided by Bloom beyond the original agreement, the client will be asked to authorize the extension of the contract in writing.

6.3 Bloom will invoice clients for services delivered at the end of the agreed service or on a monthly basis for engagements lasting 4 weeks or more.

6.4 Invoices must be paid within 28 days of the invoice being sent.

6.5 Any queries or concerns regarding costings and invoicing should be sent to rachelperegrine@bloom-send-consultancy.uk