



Terms of Service – Clinical Services 1 Mar 2022

Griffin Occupational Therapy (GriffinOT Ltd)

This statement outlines information on how we store and use your child's data and personal information. It relates to children who are receiving direct clinical services from therapists at GriffinOT.

1.0 Who are we?

GriffinOT Ltd (formally Kim Griffin Ltd) is registered with Companies House (no. 7140862). We provide independent paediatric occupational therapy services to families, Local Authorities, adoption support services and schools. The company is owned and directed by Kimberley Griffin, an Occupational Therapist registered with the Health Professional Council.

GriffinOT Ltd also operates a website (GriffinOT.com) which provides online training and information. Please note this privacy policy relates to clinic services and there is a separate privacy document for online services.

Griffin OT Ltd is committed to protecting the privacy of information provided by clients. Our policies and procedures are in line with the Information Commissioners Office (ICO) General Data Protection Regulations effective from May 2018.

2.0 Individual Service Provision

2.1 Assessment

2.1a Assessment – Face to Face

Clinical provision will always begin with an assessment. The scope of this assessment will be agreed with the funding party (e.g. parent, LEA) in advance of the assessment.

Where the funding party is a school or Local Authority (including LEAs) a purchase order must be provided two (2) weeks in advance of the agreed assessment date. The assessment report will not be released until payment of invoice is received.

Where the funding party is an individual, a 25% deposit is required when requesting the assessment and full payment must be made prior to reports being released.

The deposit is fully refundable prior to an assessment date being confirmed. Once an assessment date is confirmed the following cancellation fees apply:

- Cancellation before 10 working days – 5%
- Cancellation within 6-10 working days – 10%
- Cancellation within less than 5 working days – 15%.

This means if your appointment is scheduled for a Tuesday, before ten working days is the Monday two weeks prior, the next Tuesday-Monday is 6-10 working days, and the Tuesday directly before the appointment is 5 working days.

GriffinOT appreciates that illness can sometimes occur and require a doctor certificate to waive cancellation fees.

GriffinOT aims to have reports released within 15 working days of the assessment sessions. We request that parents (and schools) submit all paperwork in advance of the assessment session. Delays to receipt of paperwork can delay the release of the report.

Reports will not be released until or payment is made in full.

2.1b Assessment – Online

Online assessments can be booked via the GriffinOT website. Payment must be made in advance of the assessment commencing. Report writing is prioritised in order of receipt of assessment questionnaires/documents. It is not linked to the date of payment. It is your responsibility to return the relevant forms to GriffinOT. Therapists will not start writing reports, until these documents have been received.

2.2 Treatment

2.2a Treatment – Face to Face

Following initial assessment, a treatment recommendation plan will be agreed with the funding party. Costings for this plan will be agreed at this time. Invoices are sent at the end of the calendar month; payment is due within 15 days. GriffinOT reserves the right to stop clinical services when invoices are overdue until debts are cleared.

2.2b Treatment – Online

Online sessions must be paid for in advance at time of booking. The following cancellation fees apply:

- Changes made via the online booking system 4 working days in advance – no charge
- Changes made via the online booking system <4 working days in advance – 10% fee
- No show – 50% administration fee charged
- Changes requested directly (i.e., via email or phone instead of the online booking system) incur a 10% administration fee per email.

3.0 School clinical service provision

Ongoing school provision is subject to the agreed contract. This contract will outline specific provision, costings and payment terms relevant to your school.

One off school provision is subject to the same terms as face-to-face assessments. A purchase order for the invoice must be provided in advance of the provision commencing.

4.0 Refunds

Aside from the deposit refunds outlined above, GriffinOT does not provide refunds for clinical work. Assessment reports and treatment plans are bespoke and tailored to your child. GriffinOT recommend that you read the information on the website and also view the sample reports, so that you understand what you will receive following payment.

5.0 Data storage

Please see our Privacy Policy for OT Assessments for further information. The most up to date version is available on our website <https://www.griffinot.com/policies/>.

For any questions related to this statement please contact Kim directly via email at Kim@GriffinOT.com.