

# Terms and conditions for self-funding a DV-ACTION programme



This information is for those clients who are self-funding an intervention with DVACT-PAI. The following sets out our terms and conditions.

## Payment terms

- Before booking your first session, you must pay the first instalment of the programme fees which can be split into monthly payments.
- Please note that fees quoted for programme sessions do not cover translation fees, addendum reports, attendance at court or meetings. If these services are required there will be an additional cost.
- Interpreter fees are £30 for sessions between 9am and 5pm Monday to Friday and £40 for outside of these hours.
- The following sets out fees for DV-ACT assessor's attendance at professionals meetings or court hearings which must be paid in advance of us confirming attendance:

Professionals meetings - £250

Half-day court attendance - £450

Full-day court attendance - £720

- If you are paying programme fees in instalments, we expect you to be able to complete the full programme, attend weekly and meet the payment fees each month.
- If you are unable to meet the fees for future programme sessions we will be unable to keep your place on the programme on hold indefinitely. We allow 2 weeks grace on one occasion. Following this, you will be suspended from the programme and be placed on a waiting list to re-start should you wish to re-engage.
- Should you not complete an assessment or programme of work, a letter will be sent to the court/parties to advise that the work has not been completed and the reasons for this.

## Refund Policy

- We have a **no refund policy in place once a session has taken place.**
- Refunds for sessions not attended or cancelled within 24 hours' notice are at our discretion and may incur an administration fee of £40.
- A request for a refund for sessions not attended must be emailed to [programmes@dvact.org](mailto:programmes@dvact.org).
- Should you be suspended from the programme, refunds will not be given for sessions already taken place, for a refund of sessions yet to take place you must request this via email to [programmes@dvact.org](mailto:programmes@dvact.org)
- If you are asked to repeat sessions due to suspension, you must fund these sessions.
- If you need to reschedule a session, this can be done up to 24hrs beforehand.
- Should you have a holiday or other leave booked in advance that will clash with your sessions you must let the programme worker know as soon as possible.
- Should you miss any 3 sessions without 24hrs notice your programme will be suspended.

## Data and confidentiality

- You will be asked to sign a confidentiality form before your first appointment which sets out the limitations with regards to confidentiality.
- If you do not agree to the confidentiality terms as set out in the form, we will be unable to complete work with you and fees may be chargeable as set out above.
- Unless subject to an exemption under the data protection laws, you have the following rights with regards to your data:
  - The right to request a copy of the personal data which we hold about you;
  - The right to request that we correct any personal data if it is found to be inaccurate or out of date;
  - The right to request your personal data is erased where it is no longer necessary to retain such data;
  - The right to withdraw your consent to the processing at any time, where consent was the lawful basis for processing your data;
  - The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), where applicable i.e. where our processing is based on consent or is necessary for the performance of our contract with you or where we process your data by automated means;
  - The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
  - The right to object to our processing of personal data, where applicable i.e. where processing is based on our legitimate interests (or in performance of a task in the public interest/exercise of official authority).
  - For further information on how your personal data may be used, you can read our privacy policy at <https://www.dvactprogrammes.org/privacypolicy>.
  - Questions regarding data protection should be addressed to our data protection officer at [claireverney.pai@dvact.org](mailto:claireverney.pai@dvact.org)

## Complaints

- Details of our full complaints procedure can be found on our website or provided by the programmes team upon request to the team email address [programmes@dvact.org](mailto:programmes@dvact.org)
- If your work with us is ongoing, in the first instance, complaints should be addressed to the facilitator who is working with you. If you are unhappy with how your complaint has been dealt with by your programme worker you can direct your complaint to the programme team.
- If your programme sessions or assessment have been completed and the final report filed, further questions or complaints should be made in writing to [programmes@dvact.org](mailto:programmes@dvact.org)
- If you wish to escalate your complaint a final complaint can be made in writing via email to the director at [claireverney.pai@dvact.org](mailto:claireverney.pai@dvact.org)