

Engagement Policy / Terms of Engagement

Compass Advocacy SEND

Last updated: January 2026

This Engagement Policy explains how Compass Advocacy SEND works with clients. By booking or continuing to engage our services, you confirm that you have read, understood, and agree to these terms.

Services

Independent SEND advocacy, EHCP support, workshops, and consultancy. We are not solicitors and do not provide legal advice.

Fees & Payment

Services are offered as fixed packages and hourly work. New clients must pay a deposit before work begins. Invoices are issued monthly on the first working day of the following month, with payment due within 7 days.

Free Initial Call

A free 20-minute phone call is offered to assess suitability only.

Cancellations

A 48-hour cooling-off period applies. If work has begun, time spent will be charged and provided.

Communication

Limited and urgent WhatsApp support may be offered. Extended communication may be chargeable.

No Guaranteed Outcomes

All decisions remain with external bodies.

Safeguarding & Confidentiality

Confidentiality applies unless safeguarding or legal obligations override it.

Governing Law

England and Wales.

Client Acceptance

I confirm that I have read, understood, and agree to the Engagement Policy / Terms of Engagement for Compass Advocacy SEND.

Client Name:	
Signature:	
Date:	