

OFFICE USE ONLY - Case and client ID: _____

Standards of Service

We aim to support you to the highest standards, by operating within a number of Policies and Procedures. If, for any reason, you are dissatisfied with the standard of our support, a copy of Policies (including our Complaints Procedure) is available on request.

Conditions of Service

If you would like to access our Service, the following conditions will apply. They can only be changed with our written agreement.

Service to be Provided

1. a. First, you need to provide some **information**, and so will any other people who will use our Service with you. This includes:
 - i. Details of what support you hope to access (if you know it), or a brief background of what the current difficulties are
 - ii. The names of the people who will use our Service
 - iii. Addresses and contact information for those people
 - iv. The name and date of birth of any child(ren) involved, and their registered address
 - v. If relevant, a copy of any court order in place

If we need any other information from you, we will let you know.

- b. You will need to complete and sign some **paperwork**, like this one. If you need help with this, please just ask.
- c. We will need to know how any **costs** will be met. Some of our services are free but others incur a charge. You might pay this yourself, or costs might be met by other funding like legal aid. We need to know in advance, what is to happen in your case. If you pay for costs yourself and you are over 18, you will need to pay a **Registration Fee**.
- d. Next, you and everyone else who is to use our Service with you, will need to have individual **intake** appointments with us. This helps us gather more information from you, and also explain about our services.
- e. We will need to make sure that we can support you based on all the information. This is called an **assessment**. We will do this in-house, after the intakes.
- f. We will then **confirm** that we can provide the service, by mostly offering you a first mediation, counselling or contact appointment. If we can't offer you a service, we will let you know.

The Cost of Our Service

2. An up-to-date list of any current charges is accessible on: <https://rstf.co.uk/costs> and is incorporated into these conditions.

Paying for Our Service

3. If you have to pay for the service yourself, the cost of many of our ongoing appointments are waived so you can access them free. We will request a voluntary contribution towards those costs.
4. If you access support that does have a fee, unless it will be met by the Scottish Legal Aid Board ("SLAB") or any other approved funder, you will be responsible for meeting that cost.
5. We will send you periodic **invoices** for the Service. You have to pay these within 30 days of the issue date. Your support may be paused if you have unpaid invoices, or an invoice outstanding more than 30 days. Your support can generally restart when you settle these. We accept payment by cash, bank transfer or credit/debit card.
6. If you are using our Supervised Contact service, and you pay for this yourself, you will have to pay for appointments 2 working days before your appointment otherwise the visit won't go ahead.

OFFICE USE ONLY - Case and client ID: _____

**Scottish Legal Aid Board (SLAB) Funding
(if not applicable, please move to "Other Conditions")**

7. Specific conditions will be signed by the agent who represents you as they will apply for legal aid funding for you, and they will commit to administer and pay our Service for the support we provide. This includes sharing relevant information in relation to your SLAB claim and account.
8. Because of this, you must let us know if you change agents.
9. Any direction or interlocutor issued by a court regarding the cost of our service will not form part of these conditions.

Other Conditions

10. Our services are **confidential**. We will not share any information we hold about you, except:
 - a. If a court orders us to provide information
 - b. If the service provided includes the provision of reports on its progress
 - c. If your agent asks us to provide information about the service we are providing, if you have **confirmed** that they are acting for you and if they have **signed** our separate Terms. This information may include*:
 - i. Whether you have accepted or refused the service offered
 - ii. Whether you or any other party involved have attended
 - iii. Whether or not agreement has been reached at any mediation
 - iv. The number and dates of any sessions we have offeredWe may provide additional information if you have given specific written consent to us doing so (except, for example, where section a. or b. apply).
 - d. Any other exclusions and our Data Protection Statement are listed in our **Confidentiality Statement**, which is available on <https://rstf.co.uk/getting-started/initial-paperwork-for-services>.
11. You agree not to video or audio record sessions nor take any photographs or still images during sessions. If you accidentally create any recording, you require to destroy it as soon as you become aware of its existence. If we become aware that a video or audio recording has been made, we reserve the right to withdraw the service immediately.
12. We require a minimum of **24 hours' notice** of cancellation of any session, otherwise we reserve the right to withdraw the service and/or charge for the cost of the appointment.
13. We require your permission to process and hold the information you provide, and to remain in touch with you via post, e-mail or by telephone. This includes leaving a voice message on the telephone numbers you provide.
14. We will close your case after a 2-month grace period if there has been no activity in relation to your case unless we agree otherwise. If you wish to return after your case is closed, we will need to start a new case with you.

By signing below, I acknowledge and consent to the above terms.

Signature

Date

*The information we provide is dependent on the service offered.