

TERMS AND CONDITIONS

Charlotte Bruce-Lloyd Intermediary Services (hereafter known as CBIS)

Fees are payable to CBIS - half payable within 10 days of invoice and the remainder at 30 days from the date of invoice.

The fees will include all necessary travel within England and Wales, postage and administration, phone calls etc.

Charlotte will contact the client in a timely and regular way, using the communication methods preferred by the client - email / phone / post.

Charlotte will use all skills, experience and expertise to bring the case to a satisfactory conclusion to the client and all parties.

Support will be provided to all parties for as long as is required and requested.

Charlotte Bruce-Lloyd is a Registered Social Worker with the Care Council for Wales. The registration number is W/1040536

Charlotte requests that following the conclusion of the case that the client completed a Feedback Form in order to provide ideas and comments for continual improvement of the service and statistics on customer satisfaction.

CBIS has the following complaints procedure:

CHARLOTTE BRUCE-LLOYD, INTERMEDIARY SERVICES - COMPLAINTS POLICY

Should any client of CBIS, have a complaint then the following complaints policy should be followed.

In the first instance to Charlotte Bruce-Lloyd at charlottebrucelloyd@gmail.com or in writing by post to:

35 Glanmor Road, Uplands, Swansea, SA2 0PX

Tel. 01792 511268 Mobile. 07854 774201

In the second instance to Ms Ariel Bruce at mail@arielbruce.com or in writing by post to:

Top Flat, 6 Regents Square, London. WC1H 8HZ

Tel - 0207 209 8966 Mobile 07970 046140

In the third instance to the Care Council for Wales

South Gate House

Wood Street

Cardiff

CF10 1EW

Charlotte is regulated by the Care and Social Services Inspectorate Wales (CSSIW) and they can also be contacted on:

Care and Social Services Inspectorate Wales

Government Buildings

Picton Terrace

Carmarthen

SA31 3BT

0300 7900 126

All complaints will be responded to within 10 working days.

Please sign both copies and return one in the SAE provided:

Name

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Signature

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Date