

Terms & Conditions

1. Purpose of these Terms

These Terms & Conditions are here to help set clear expectations about how our service works and what you can expect from us.

If anything is unclear, we encourage you to ask questions so we can talk it through together.

2. About our service

CogniScience Clinics Ltd provides remote neurodevelopmental assessments for:

- ADHD
- Autism
- Co-occurring neurodevelopmental presentations

We work with:

- Children aged 7 and above
- Young people
- Adults

All services are delivered remotely to individuals based in England.

3. What our service provides

Our service may include:

- Neurodevelopmental assessment
- Mental health screening as part of assessment
- Diagnostic formulation
- Written assessment reports
- Tailored psychoeducation
- Signposting and follow-up information

4. What our service does not provide

It is important to be clear about the boundaries of our service. We do not provide:

- Crisis or emergency mental health care
- Ongoing psychological therapy

- Prescribing or medication management
- In-person assessments
- Forensic, criminal justice, or legal reports

If we identify that another service would better meet your needs, we will explain this clearly and offer appropriate signposting. Needing support outside our scope does not reflect anything 'wrong' with you — it simply helps us guide you to the most appropriate care.

5. Service suitability and screening

All enquiries are offered a complimentary screening appointment.
This is a supportive conversation to:

- Understand your goals
- Answer questions
- Explore whether our service is the right fit at this time

In some circumstances, it may be identified that a different service or pathway would be more appropriate. Where this happens, this will be discussed openly and respectfully.

6. Remote delivery

Our service is delivered remotely using secure digital platforms.

You are responsible for:

- Having access to a suitable device and internet connection
- Ensuring reasonable privacy during sessions

We may pause or stop an assessment temporarily if:

- Privacy cannot be maintained
- There are safety concerns
- Technology issues significantly affect assessment quality

Where this happens, next steps will be discussed with you.

7. Consent for assessments involving children and young people

For children and young people under 16:

- We require consent from all individuals who hold parental responsibility, unless a lawful exception applies

- Consent arrangements are discussed clearly before assessment begins

We also seek the child or young person's assent in a developmentally appropriate way.

If a child becomes distressed or does not wish to continue, the assessment may be paused or stopped and next steps discussed.

8. Assessment information and collaboration

Neurodevelopmental assessments involve understanding how differences have presented over time and across different contexts.

To support this, we may ask for information from a third-party informant nominated by:

- the individual being assessed, or
- for children and young people, those with parental responsibility

This may include someone such as a family member, partner, teacher, or another professional who knows the individual well.

We recognise that not everyone has access to supportive third parties. If third-party information is not possible or appropriate, this will be discussed and taken into account as part of the assessment process.

9. Consent to contact third-party informants

We will always seek explicit consent before contacting any third-party informant.

Before any contact takes place, we will explain:

- Who we propose to contact
- What information would be requested
- How this information will be used

No information will be requested or shared without appropriate consent, unless there is a legal or safeguarding requirement to do so.

10. Sharing of assessment outcomes

Third-party informants are involved only to provide background information.

Assessment outcomes, reports, and conclusions are not shared with third-party informants.

Assessment outcomes are shared with:

- the individual being assessed (or, for children and young people, those with parental responsibility), and
- the NHS referrer where the assessment has been commissioned via an NHS referral

We will not share assessment outcomes with any other person or organisation without explicit consent, unless there is a legal or safeguarding requirement.

11. Safeguarding and safety

We have a duty to act if we identify concerns about safety, abuse, exploitation, or risk of harm.

Confidentiality may be broken where:

- There is a risk of serious harm
- Safeguarding duties apply
- We are required to do so by law

If safeguarding concerns arise, we may pause or stop assessment activity and escalate concerns to appropriate statutory services. Safeguarding actions are taken carefully and proportionately, with the aim of protecting wellbeing.

12. Information handling and privacy

Personal information is handled in line with our Privacy Notice and information governance arrangements.

Further information about how we use and protect personal data can be found in our Privacy Notice, available on our website.

13. Fees, cancellations, and refunds

Details of fees, cancellation notice periods, and refund arrangements will be explained clearly before services begin.

We aim to apply these arrangements fairly and recognise that neurodivergent individuals may experience difficulties related to organisation, communication, or unexpected changes. Exceptional circumstances will be considered where appropriate.

14. Feedback and complaints

We welcome feedback and aim to learn from concerns or complaints.

Raising a concern or complaint will not negatively affect your care or assessment.

Information about how to raise concerns can be found in our Complaints Policy.

15. Changes to these Terms

These Terms & Conditions are reviewed periodically.

If material changes are made, updated versions will be made available via our website.

16. Contact us

We know that starting an assessment can feel overwhelming. If reading these terms raises questions or worries, you are very welcome to talk them through with us.