**Dyslexia West Midlands – Code of Practice**

**1. Purpose**

This Code of Practice outlines the principles and standards that guide Dyslexia West Midlands in delivering high-quality, ethical, and professional services to individuals with dyslexia and related learning differences.

**2. Scope**

This policy applies to all staff, sole traders, tutors, assessors, and contractors working on behalf of Dyslexia West Midlands.

**3. Principles**

**3.1 Respect and Inclusion**

* We treat all clients with dignity, respect, and empathy.
* We celebrate neurodiversity and are committed to inclusive and non-discriminatory practices.
* We support both children and adults from all cultural, linguistic, and socioeconomic backgrounds.

**3.2 Confidentiality**

* All personal, educational, and assessment information is kept confidential in accordance with the Data Protection Act 2018 (UK GDPR).
* Information is only shared with consent or when legally required (e.g. safeguarding concerns).

**3.3 Professionalism**

* Staff , self-employed assessors and tutors must hold appropriate qualifications and keep up to date with current research and best practices in dyslexia assessment and support.
* All team members must behave with integrity, honesty, and accountability.
* Assessments and reports are conducted in line with current SASC (Specific Learning Difficulty Assessment Standards Committee) and JCQ (Joint Council for Qualifications) guidelines.

**3.4 Client-Centred Approach**

* Services are tailored to meet individual needs, whether for children, adolescents, or adults.
* We aim to empower clients through awareness, strategies, and support that build confidence and independence.
* Informed consent is obtained prior to any assessment or intervention.

**3.5 Accessibility**

* Services are designed to be accessible in terms of language, location (including online options), and support strategies.
* Reasonable adjustments are made to meet the needs of clients with additional needs.

**4. Safeguarding**

* Dyslexia West Midlands is committed to safeguarding children, young people, and vulnerable adults.
* All assessors and teachers working with children or vulnerable adults are DBS-checked.
* Concerns are acted upon in line with our safeguarding policy.

**5. Quality Assurance**

* Assessments are conducted using recognised tools by trained professionals.
* Tutoring programmes are regularly reviewed and adapted based on individual progress and feedback.
* Client feedback is actively encouraged to improve service quality.

**6. Equality and Diversity**

* We actively promote equality, diversity, and inclusion in all areas of our work.
* We challenge discrimination and remove barriers to participation wherever possible.

**7. Complaints and Feedback**

* Clients have the right to raise concerns or complaints without fear of reprisal.
* All complaints will be addressed promptly, fairly, and in confidence.
* Feedback is welcomed and used to improve service delivery.

**8. Review**

This Code of Practice will be reviewed when there are significant changes in legislation, best practices, or the services offered.