

SORTED & SUPPORTED BY KIRSTI COX ADVOCACY CIC**Terms and Conditions**

Last updated: March 2026

Registered name	Sorted & Supported by Kirsti Cox Advocacy Community Interest Company
CIC number	16950066
Registered in	England and Wales
Contact	hello@kirsticoxadvocacy.com · 07900 190 285
Website	www.kirsticoxadvocacy.com

1. Introduction

These Terms and Conditions govern your use of the services provided by Sorted & Supported by Kirsti Cox Advocacy CIC (referred to in this document as S&S or we). By booking or using our services, you agree to these terms. If you do not agree, please do not use our services.

S&S is a Community Interest Company registered in England and Wales. As a CIC, we operate for community benefit rather than private profit. Any surplus generated is reinvested in expanding support to more people who need it. We are regulated by the Office of the Regulator of Community Interest Companies and submit an annual CIC Report demonstrating how we continue to serve our community purpose.

2. Services provided

S&S provides impartial, practical advocacy and life administration support. Services are delivered under two trading names: Sorted & Supported (advocacy, life admin, and grant-funded work) and Money Mentor (financial capability and education, primarily for private clients).

Services include but are not limited to:

- Life admin support, including paperwork, forms, correspondence and appointments
- Digital assistance with online banking, apps, accounts and service access
- Appointment accompaniment, in person or by video
- Liaison with care systems, housing, benefits, health services and public sector processes
- Financial capability education and money mentoring
- Direct debit, subscription and bill reviews
- Life admin inventory and organisational support
- Next of kin support and practical presence when family is not available
- Lasting Power of Attorney support where appropriate and agreed in advance

All services are impartial and provided for community benefit in line with our CIC objectives. We do not provide regulated financial advice, legal advice, or medical advice. Clients are encouraged to seek specialist professional advice before making significant decisions.

3. Booking and cancellations

Services are booked directly with S&S by telephone or email. Confirmation of a booking constitutes acceptance of these Terms and Conditions.

- Cancellations: Clients may cancel or reschedule with at least 72 hours notice. Cancellations made within 72 hours of a scheduled appointment may incur a cancellation fee of 50% of the agreed service fee.
- No shows: Failure to attend without prior notice will result in the full session fee being charged.

- Cancellations by S&S: In the rare event that we need to cancel an appointment, we will give as much notice as possible and offer an alternative date. No fee will be charged for appointments cancelled by us.
- Consumer Contracts Regulations 2013: If you book services by phone, email or online, you have the right to cancel within 14 days of confirmation under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, provided the service has not yet commenced with your express consent.

4. Fees and payment

Fees are discussed and agreed with you before any work begins. You will always receive a clear written summary of costs in advance. There are no hidden charges.

- The fee applicable at the time of booking is the fee that applies, regardless of any subsequent changes to our pricing.
- Payment may be made at the time of booking or as agreed in advance. We accept debit cards and bank transfers.
- Refunds are at the discretion of S&S and will be considered where a session has been cancelled by us or in extenuating circumstances. Requests must be made in writing.
- As a CIC, we may offer subsidised or free support to eligible clients through grant funding. Eligibility criteria will be clearly communicated in advance.

5. Confidentiality and data protection

We take confidentiality seriously. All information shared during sessions is confidential and will not be disclosed to third parties without your explicit consent, except where we are required to do so by law or where disclosure is necessary to protect your safety or the safety of others.

S&S complies with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. We are registered with the Information Commissioner's Office (ICO). Your personal data is securely stored and processed only for the purposes of providing our services. We do not sell or share your personal data for commercial purposes.

Where we share information with third parties as part of service delivery, for example liaising with a solicitor or benefit service on your behalf, we will always tell you who we are contacting and why, and will seek your consent first.

6. Safeguarding

S&S is committed to the safety and wellbeing of every person we work with. We have a Safeguarding Adults Policy which sets out how we identify and respond to concerns about abuse, neglect or exploitation. Our Designated Safeguarding Lead is Kirsti Cox.

In line with our safeguarding duties, there may be circumstances where we are required to share information about you with statutory services without your consent. This would only occur where we have reason to believe you or someone else is at serious risk of harm. We will always try to discuss this with you first unless doing so would increase the risk.

Our Safeguarding Adults Policy is available to download on our website.

7. Scope of services and limitation of liability

S&S provides practical advocacy, life administration support and financial capability education. We do not provide:

- Regulated financial advice or FCA-regulated activities
- Legal advice or legal representation
- Medical advice or healthcare services
- Personal care

To the fullest extent permitted by law, S&S will not be liable for any direct or indirect damages, including financial losses, resulting from the use of our services. While we provide guidance and support, we do not guarantee any particular outcome. S&S will not be held liable for losses arising from third-party actions.

Nothing in these terms excludes or limits our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded by law.

8. Insurance

S&S holds professional indemnity and public liability insurance appropriate to the services we provide. Details are available on request.

9. Professional boundaries

S&S operates within clear professional boundaries to protect both clients and staff. We do not lend or borrow money from clients, accept gifts beyond small tokens of appreciation, or form personal relationships that go beyond the professional context. These boundaries are in place to protect everyone involved.

10. Intellectual property

All content on the S&S website and in our materials, including text, graphics, logos and images, is the property of Sorted & Supported by Kirsti Cox Advocacy CIC and is protected under UK copyright law. Reproduction or use without prior written permission is not permitted.

11. Complaints

We are committed to providing a good service. If you are unhappy with any aspect of what we have provided, please contact us directly in the first instance.

- Email: hello@kirsticoxadvocacy.com
- Phone: 07900 190 285

We will acknowledge your complaint promptly and work to resolve it. If you remain dissatisfied, you may contact the Office of the Regulator of Community Interest Companies regarding concerns about our CIC compliance.

12. Changes to these terms

S&S reserves the right to update these Terms and Conditions from time to time. Any changes will be posted on our website with the date of the latest update. Where changes are material, existing clients will be notified by email where practicable. Continued use of our services following any changes constitutes acceptance of the updated terms.

13. Governing law

These Terms and Conditions are governed by the laws of England and Wales. Any disputes arising from these terms will be subject to the jurisdiction of the courts of England and Wales.

14. Contact

If you have any questions about these Terms and Conditions, please contact us:

Email	hello@kirsticoxadvocacy.com
Phone	07900 190 285
Website	www.kirsticoxadvocacy.com
Post	Sorted & Supported by Kirsti Cox Advocacy CIC, Brighton and Hove

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These terms were last updated in March 2026.