

SORTED & SUPPORTED BY KIRSTI COX ADVOCACY

Community Interest Company

Terms & Conditions

1. Introduction

Welcome to Sorted & Supported by Kirsti Cox Advocacy Community Interest Company (CIC). These Terms & Conditions govern your use of our services. By accessing or using our services, you agree to comply with and be bound by these terms. If you do not agree with any part of these terms, please do not use our services.

2. About Our Community Interest Company

Sorted & Supported by Kirsti Cox Advocacy CIC is a Community Interest Company registered in England and Wales. As a CIC, we are a social enterprise that operates for community benefit rather than private profit. Our activities are regulated by the Office of the Regulator of Community Interest Companies to ensure we continue to serve our community purpose.

3. Services Provided

Sorted & Supported CIC provides impartial, tailored practical advocacy and life administration support for individuals navigating complex challenges, including but not limited to:

- Practical advocacy and life administration support
- Support with paperwork, forms, and correspondence
- Digital assistance with online banking, apps, and service access
- Appointment accompaniment (in-person or virtual)
- Liaison with care systems, housing, benefits, health services, and public sector processes
- Financial capability education and mentoring
- Direct debit and subscription reviews
- Organisational services and life admin inventory

All services are provided for community benefit in line with our CIC objectives.

4. Appointments and Cancellations

- **Booking:** All services are booked directly with Sorted & Supported CIC via telephone or email. Payment or confirmation is required at the time of booking.
- **Cancellations:** Clients may cancel or reschedule appointments with at least 72 hours' notice. Cancellations within 72 hours of the scheduled appointment may incur a cancellation fee of 50% of the service fee.
- **No Shows:** Failure to attend a scheduled consultation without prior notice will result in the full session fee being charged.
- **Consumer Rights (Distance Selling):** 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 commenced with your express consent.

5. Fees and Payments

- **Service Fees:** Fees for our services are outlined during the booking process and are subject to change. The fee applicable at the time of booking will be honoured.
- **Subsidised Services:** As a CIC, we may offer subsidised or free support to eligible vulnerable clients through grant funding. Eligibility criteria will be clearly communicated.
- **Payment Terms:** Payment for services may be made at the time of booking or as agreed in advance. We accept various payment methods, including debit cards and bank transfers.
- **Refunds:** Refunds may be issued at the discretion of Sorted & Supported CIC and will be provided if a session is cancelled by us or under extenuating circumstances. Refund requests must be made in writing.

6. In-Person and Virtual Consultations

Services are primarily offered in-person across Brighton & Hove and the wider South East. Virtual consultations can be arranged upon request. In-person consultations outside Brighton & Hove may incur additional fees to cover travel time and associated expenses. Please contact us directly for consultations outside our local area.

7. Confidentiality and Data Protection

- **Confidentiality:** All information shared during sessions is confidential and will not be disclosed to third parties without your explicit consent, except where required by law or necessary to protect your safety or the safety of others.
- **Data Protection:** We comply 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 information is securely stored and processed only for the purposes of providing our services. For full details, please refer to our Privacy Policy available on our website.

8. Scope of Services and Limitation of Liability

Sorted & Supported CIC provides practical advocacy, life administration support, and financial capability education.

We do not provide:

- Regulated financial advice (FCA regulated activities)
- Legal advice or legal representation
- Medical advice or healthcare services

Clients are encouraged to seek professional advice from relevant specialists (solicitors, financial advisers, healthcare professionals) before making significant decisions.

Limitation of Liability:

To the fullest extent permitted by law, Sorted & Supported CIC 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 protection against scams or fraudulent activity. Sorted & Supported CIC shall not be held liable for any losses or damages incurred as a result of 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.

9. Insurance Coverage

Sorted & Supported CIC maintains appropriate professional indemnity and public liability insurance to cover the services we provide. This ensures that clients can engage with our services confidently and securely.

10. Intellectual Property

All content on the Sorted & Supported CIC website and materials, including text, graphics, logos, and images, is the property of Sorted & Supported by Kirsti Cox Advocacy CIC and protected under UK copyright laws. Unauthorised reproduction or use of any material is strictly prohibited.

11. Community Interest Company Obligations

As a Community Interest Company, we are committed to operating for community benefit. Any surplus generated from our activities is reinvested in expanding our services, improving quality, and reaching more vulnerable individuals who need support. We are subject to the CIC asset lock, which ensures our assets and profits are used for community benefit and not distributed for private gain. We submit an annual Community Interest Company Report to the CIC Regulator demonstrating how we continue to serve our community purpose.

12. Complaints

We are committed to providing high-quality services. If you are unhappy with any aspect of our service, please contact us directly at hello@kirsticoxadvocacy.com or 07900 190 285. We will investigate 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.

13. Changes to Terms

Sorted & Supported CIC reserves the right to update or modify these Terms & Conditions from time to time. Any changes will be posted on our website with the date of the latest revision. Material changes will be notified to existing clients via email where practicable. Continued use of our services following any changes constitutes your acceptance of the updated terms.

14. Governing Law and Jurisdiction

These Terms & Conditions are governed by and construed in accordance with the laws of England and Wales. Any disputes arising from these terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

15. Contact Information

If you have any questions or concerns about these Terms & Conditions, please contact us at:

Sorted & Supported by Kirsti Cox Advocacy CIC

Email: hello@kirsticoxadvocacy.com

Phone: 07900 190 285

Website: www.kirsticoxadvocacy.com