

KELLSARR FAMILY PRACTICE

Service Agreement

Clarity • Dignity • Practical Support

1. Parties

This agreement is between Kellsarr Family Practice ('we', 'us') and the client ('you').

2. Our Service

We provide family support, practical guidance, signposting, document assistance and, where appropriate, McKenzie Friend support. We do not undertake reserved legal activities or act as solicitors or barristers.

3. Scope of Work

Before work begins we will explain the agreed services, expected timescales and fees.

4. Fees and Payment

Fees are charged in accordance with our published fee schedule and are payable as agreed.

5. Client Responsibilities

Provide accurate information, notify us of changes, attend appointments and treat everyone with courtesy and respect.

6. Confidentiality

Information is handled confidentially except where disclosure is required by law or safeguarding obligations.

7. Cancellation

Appointments may be rearranged with reasonable notice. Any cancellation charges will be explained in advance where applicable.

8. Complaints

If you are dissatisfied, please contact us first so we can resolve your concerns fairly.

9. Acceptance

Client Name: _____

Signature: _____ Date: _____

Kellsarr Representative: _____