

# Adult Dyslexia Centre

Advising • Developing • Connecting

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Charity No: 1109112

## Statement of Service

### Our Core Aims (Mission statement)

1. To enable adults with dyslexia to develop their confidence and abilities in education, employment and social settings.
2. To increase awareness in educational and employment settings of the implications of dyslexia and provide advice on strategies to accommodate these implications.

### Services we offer:

- FREE information, advice and guidance (IAG)
- FREE dyslexia screening test
- FREE literacy and numeracy classes
- Short courses to improve confidence, self-esteem and develop skills.
- SUBSIDISED individual tuition from a specialist in teaching dyslexic adults.
- FULL dyslexia assessments for adults AND children, suitable for access arrangements for examinations, application for Disabled Student's Allowance (DSA) & workplace assistance. (At present, we have to charge a fee for this service.)
- We aim to be a point of contact for the client as long as is required.

### What you can expect from us:

- **Confidentiality:** We will treat all personal information in strict confidence. A third party will only be involved with your consent or if legally necessary.
- **Privacy:** You will be seen in a meeting room that offers privacy.
- **Respect:** We will treat you with respect and courtesy regardless of gender, race, religion or disability.
- **Information:** We will provide you with appropriate, impartial information and advice in order to meet your needs related to employment, education and training so that you can make informed decisions.
- **Signposting:** If we are not able to meet your needs in part or full, we will direct you to other agencies that can help you as appropriate.

- **Response:** We will respond to any answer phone messages within 2 working days.
- **Professional:** Your first point of contact will be with a professional, qualified to work with adults with dyslexia.

### **What we can expect from you:**

- **Punctuality:** A reasonable effort made to arrive on time for your appointment/class.
- **Notification:** A phone call or email if you are going to be late or miss an appointment.
- **Commitment:** Your intention to commit to a course of individual tuition, short course or class.
- **Payment:** Where required, to pay the fee agreed or a donation of some sort at the time you receive the service.
- **Opinion:** To let us know what you think about the service you receive, how we can improve it and what you like about it.
- **Respect:** Our advisors would like to be treated with the same courtesy and respect they offer you.

### **Complaints?**

We have an independent phone number you can call which will deal with any concerns you may have:

**Penny at 01189 403381**

### **Services for the workplace:**

- Dyslexia Awareness Training for businesses, tutors, trainers and advisors working with adults.
- Workplace needs assessment so that the employer can make 'reasonable adjustments' as required by the Equality Act (EA). We provide full assessment for individuals who need this for employment or education purposes.

### **How we fund our services:**

- Income from our commercial services
- Donations
- Applying for funding from local businesses, government schemes and charitable trusts.
- Rent from property (provided it doesn't clash with Centre interests).