



We like to keep things simple. If you have any queries on the below, please contact us at info@SchoolSurveys.net.

1) Service

- a. School**Surveys**.net will set-up and host survey(s) for a given period of up to 1 month.
- b. School**Surveys**.net will analyse the outcomes of the survey(s).
- c. School**Surveys**.net will send reports of the surveys electronically to the school ([see here](#) for reports offered with each survey).

2) Ordering

- a. A **purchase order number** must be provided when ordering and the head of the school must be aware of the order.
- b. Orders are placed through the form [found here](#). A copy of the order will be sent to you by email.
- c. Schools can amend the standard statements and questions and add a limited number of custom statements and questions (response options vary depending on the survey audience).
- d. An optional school logo can be added to the survey, this must be supplied electronically when ordering or afterwards by email.
- e. The school will specify when a survey starts and ends. We must be notified of any extension requests at least one day before the survey is scheduled to end. Please see section 6 for more on extensions.
- f. Once a survey is live, no amendments can be made (except for extension requests).

3) Live Survey

- a. Surveys are anonymous except for our KCSIE Quiz and Audit where asking for names is optional.
- b. The school will be sent a link to the survey(s). The school is responsible for distributing this link.
- c. The school will be sent a paper copy of the survey.
 - i. The school is responsible for distributing the paper survey.
 - ii. The school is responsible for inputting the paper surveys into the electronic survey through the link or...
 - iii. ... School**Surveys**.net will input each survey for a fee (see below). These should be sent securely by recorded post.

4) End of Survey

- a. We will send you an update shortly before the end of the survey on the number of responses you have had.
- b. School**Surveys**.net will send reports of the surveys electronically to the school shortly after the end of survey. We aim to do this within 3 working days. If we are inputting paper surveys, we aim for this to be done in 7 days.
- c. The reports will come in pdf format with following exceptions. The 'comments report' will come as an editable Word document. School**Surveys**.net is not responsible for any of the comments in this report and it is recommended that the school checks through them carefully. We will send the raw data in an Excel document.

5) Fees

- a. An invoice will be sent at the end of the service when an survey/audit is complete.
- b. See our [Pricing Page](#) for latest prices and fees.
- c. Should you require School**Surveys**.net to input any paper copies of the survey, there is an additional charge.
- d. Payment is expected within 14 days after the end of the survey if paying by invoice after the service is complete.
- e. Discounts are available from time to time and will be advertised on the website.

6) Extensions and Cancellations

- a. If the school wishes to cancel an order, the school will still be required to pay **50%** of the fee for work already completed. If a school wishes to resume the service in the future, this fee will be deducted from the invoice.
- b. In the unlikely event that School**Surveys**.net cancels the order, then no fees are payable.
- c. A school may extend the end date up to two times without charge. Any further extensions incur an additional **£30** fee.
- d. Should a school wish to extend after an end date and the reports have been processed and sent to the school, there will be an additional fee of **£30** to cover the cost of processing the reports again..

7) GDPR, Confidentiality and Copyright

- a. School**Surveys**.net will not pass data to any third party without written permission from the school, and will decline any third party requests.
- b. Final reports will be sent by secure and encrypted email.
- c. School**Surveys**.net complies with the Data Protection Act 2018 (GDPR). You can see what we do with data [here](#).
- d. Any paper surveys sent to School**Surveys**.net will be disposed of properly after input.
- e. School contact information may be used by The Primary Collection (of which School**Surveys**.net is a part) to inform them of updates and service changes. Please inform us at info@SchoolSurveys.net if you do not wish to receive this information.
- f. Our forms, including questions for the KCSIE Quiz and Audit are not to be shared outside of your school.