



The Nutritional Therapy Descriptor

Nutritional Therapy is the application of nutrition science in the promotion of health, peak performance and individual care. Nutritional therapy practitioners use a wide range of tools to assess and identify potential nutritional imbalances and understand how these may contribute to an individual's symptoms and health concerns. This approach allows them to work with individuals to address nutritional balance and help support the body towards maintaining health. Nutritional therapy is recognised as a complementary medicine and is relevant for individuals with chronic conditions, as well as those looking for support to enhance their health and wellbeing.

Practitioners consider each individual to be unique and recommend personalised nutrition and lifestyle programmes rather than a 'one size fits all' approach. Practitioners never recommend nutritional therapy as a replacement for medical advice and always refer any client with 'red flag' signs or symptoms to their medical professional. They will also frequently work alongside a medical professional and will communicate with other healthcare professionals involved in the client's care to explain any nutritional therapy programme that has been provided.

Confidentiality

It is confidential that you are a client of Jo Leccacorvi Nutrition as well as what you discuss in your sessions. There are however, some limits and exceptions to confidentiality.



If your consultant has serious concerns about your safety or the safety of another person normal confidentiality may be lifted. You will be asked to provide your GP's contact details, as someone they may contact.

Record Keeping and Data Protection

Jo Leccacorvi Nutrition keeps a record of your name, contact details and dates and times of appointments on a password-protected database. Your consultant is required to keep brief notes about the focus of your work. These are kept securely and are password protected. Any reports produced by Jo Leccacorvi Nutrition to evaluate the service contain anonymised data and will not contain any identifying information of clients.

Jo Leccacorvi Nutrition's full data protection policy, which details how I use the information I hold about you, is available on request.

Working on Zoom, Skype, Phone & FaceTime

It is your responsibility to have a working internet connection for all Zoom, Skype and FaceTime sessions. You will be charged for scheduled sessions if your nutritional therapist is waiting for your call, but you are unable to connect online. We will call you for any phone sessions to a UK landline or mobile number if you are in the UK.

Ethics

Jo Leccacorvi Nutrition practice in accordance with the British Association Nutritional Therapists (BANT) and the Complimentary & Natural Healthcare Council (CNHC) Ethical Framework.



Payment Terms and Cancellation Policy

Fees are agreed in advance of the appointment and are paid in full in advance of your appointment. Package fees are paid in full in advance of the first appointment. Payments are made via Stripe.

It is important that you attend sessions regularly. However, if you do need to cancel an appointment, 48 hours' notice is required.

The RNTP reserves the right to reschedule sessions within the 48hr window, though will only do so if it is absolutely unavoidable.

Appointments cancelled with less than 48 hours' notice and 'no shows' will be charged in full.

In the case of advance payments for services, you have the right to cancel this Agreement within 14 days of the purchase without penalty ('Cooling-off Period'). If you wish to terminate the agreement within the 14-day Cooling-off Period, you must do so in writing to hello@joleccacorvi.com. The RNTP will refund any monies paid prior to cancelling this Agreement. If the services have commenced during the 14-day Cooling-off Period, the RNTP will refund any monies due to you for services not yet provided. The refund payment will be made within 14 days of cancellation.



Refunds

Refunds will be given in accordance of the 'Cooling-off Period as outlined above.

Once you have started your programme and it is outside of the 'Cooling-off Period', your plan with Jo Leccacorvi Nutrition it becomes non-refundable.

Problems & Complaints

If you are having a problem with Jo Leccacorvi Nutrition, or the service, which you have not been able to resolve please provide written details of the concern.

The Nutritional Therapist (NT) requests that the Client notes the following:

- The degree of benefit obtainable from Nutritional Therapy may vary between clients with similar health problems and following a similar Nutritional Therapy programme.
- Nutritional advice will be tailored to support health conditions and/or health concerns identified and agreed between both parties.
- Nutritional therapists are not permitted to diagnose, or claim to treat, medical conditions.
- Nutritional advice is not a substitute for professional medical advice and/or treatment.
- Your Nutritional Therapist may recommend food supplements and/or functional testing as part of your Nutritional Therapy programme and may receive a commission on these products or services.



- Standards of professional practice in Nutritional Therapy are governed by the CNHC Code of Conduct.

This document only covers the practice of Nutritional Therapy within this consultation, and your practitioner will make it clear if he or she intends to step outside this boundary.

The Client understands and agrees to the following:

- I am responsible for contacting my GP about any health concerns.
- If I am receiving treatment from my GP, or any other medical provider, I should tell him/her about any nutritional strategy provided by my nutritional therapist. This is necessary because of any possible reaction between medication and the nutritional programme.
- It is important that I tell my nutritional therapist about any medical diagnosis, medication, herbal medicine, or food supplements, I am taking as this may affect the nutritional programme.
- If I am unclear about the agreed nutritional therapy programme/food supplement doses/time period, I should contact my nutritional therapist promptly for clarification.
- I understand that the advice is personal to me and may not be appropriate for others.
- I must contact my nutritional therapist should I wish to continue any specified supplement programme for longer than the original agreed period, to avoid any potential adverse reactions.

Recording consultations using any form of electronic media is not allowed without the written permission of both me and my Nutritional Therapist.



We understand the above and agree that our professional relationship will be based on the content of this document. We declare that all the information we share during this professional relationship is confidential and to the best of our knowledge, true and correct.