

Policy statement for Service User Appointments

Busy lives mean that we often have many things to juggle and sometimes we might forget an appointment or change our mind, or something more important crops up and we need to cancel. However, because of the high demand for our **educational projects (SLIP and ABC) and our Counselling service** we are unable to keep chasing people to arrange or re-arrange appointments and we are unable to keep re-scheduling appointments for people who repeatedly do not turn up or who keep cancelling.

To help us to manage appointments and for clarity we operate the following policy.

1. To ensure that anyone referred to our services gets the most out of their session, it is important that they have agreed to the referral and are keen to engage in the service.
2. We will attempt to contact the person referred three times and if after the third attempt we have not been able to make contact we will close the referral, and let the referrer know. We can consider a new referral, but the person will go to the back of the waiting list.
3. Once the service user has agreed to a date and time for an appointment, we expect them to attend. If they are unable to attend, we ask that they contact us as soon as possible to cancel or re-arrange. **Please note** that it is not our responsibility to make sure that the service user gets to their appointment; this is the responsibility of the service user or the person who makes the referral.
4. Following two no shows (no advance notice that the person will not be attending the session) the service user will not be offered further appointments, and we will let the referrer know. If the service user wants to be referred again and agrees to engage then a new referral will be considered; however, they will go to the back on the waiting list.

PLEASE NOTE: our Terms and Conditions set out when we will charge for no shows.

5. If following a new referral, the service user does not attend the new appointment we will be unable to offer any more appointments or accept any further referrals.
6. When seeing young people in school, we can only offer appointments for the days and times that we have available, we are unable to work around their timetable. Appointments will usually be arranged for the same time and day each week. Due to the high demand for our services, we are unable to keep chopping and changing days and times.
7. We realise that there might be a mitigating circumstance for a no show and although we will not chase to find out, the referrer and/or service user can contact us to discuss. Depending on the circumstance we might be able to offer another appointment without a new referral.

Staff contact details and our Terms and Conditions are on our website.

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