



## Appointments Policy

### Late for your appointment?

We recognise that unforeseen circumstances sometimes mean that clients are late for, or even miss, their booked appointments with us. Wherever possible we will try to accommodate such clients by rescheduling their appointments. However to ensure that we do not disadvantage other clients we will adopt the following process:-

#### **If you are going to be 10-15 minutes late and let us know in advance**

We will try to keep your appointment open, but if we are busy this may not always be possible.

#### **If you are going to be over 15 minutes late**

We will assume that you are not coming and may require you to rebook your appointment for another day.

### Missed your appointment?

**If you miss MORE THAN ONE APPOINTMENT** relating to the same issue, we will assume that you no longer need our help with that issue. If you subsequently need our help you may need to re-register your enquiry through our telephone helpline or at one of our offices. Alternatively, you may find it more convenient to seek advice from another organisation.

**If you miss THREE OR MORE APPOINTMENTS** we will consider excluding you from our service. This will only be done in the most serious of circumstances and we will always notify you in writing of our intention to do this.

### Rescheduled appointments

Despite our best efforts there are some times when we may have to reschedule your appointment. In those circumstances we will contact you as soon as possible and will try to offer you the next available appointment at the same location or at another location if the matter is too urgent to wait.