



Appointments

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 and do not contact to cancel, we may direct you to our Adviceline number or ask you to attend one of our drop-in sessions. Alternatively you may find it more convenient to seek advice from another organisation.

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.

If you cannot make your appointment please telephone our Admin line to cancel or re-arrange, so we can offer it to someone else:

01737 778 383