

## **Appointments and Cancellations Procedure**

### **Booking Appointments**

The service takes enquiries by phone and via the practice email address. We are open Monday - Friday 9am - 5pm and Saturdays 9am – 12pm to take enquiries via phone and email, visiting the office is by appointment and correspondence only. Counselling slots are available during this time and after on request *and* if a counsellor is available.

Staff aim to respond to client enquiries within 48 hours if leaving a message via phone or email, this may be slightly longer if the message is left on a weekend.

### **Eligibility Criteria for Centre Services**

Clients need to be aged 13 years or over to access the services. We will carry out a free 30 minute assessment with each client to assess their eligibility for the service. Decisions to whether we work with clients taken from assessment will be looked at via a panel involving all Riverwood Counselling and Wellbeing Practice Counselling staff and distributed accordingly. All client information will be kept confidential and within the service, unless we feel a client is at immediate or significant risk of serious harm, where we may need to pass relevant information on to a necessary third party, we would always aim to discuss this with the client/ prospective client beforehand. Clients will not be assigned to counsellors for individual, couples counselling or group therapy if they are known to the counsellor in another capacity or there may be a conflict of interests in their professional relationship.

### **Late Cancellation/No-Show Policy**

Counselling appointments which are cancelled less than 24 hours before the start time of the session will incur the full cost of the session, which can be paid at the next session or within 28 days if this is your final session or you do not return to the service. Debt recovery letters will be sent out after 28 days for client in arrears of their account with Riverwood Counselling and Wellbeing Practice. We will take into consideration individual circumstances and make the best efforts working with the client to recover the money before seeking legal action.

Cancellation is by phone or via the Practice email address.

Failure to cancel within 24 hours or not showing up at the appointment time will result in a 'missed appointment' being logged.

After 2 x consecutive 'missed appointments' the service may be withdrawn. Individual circumstances will be considered. This is at the discretion of the Counsellor.