**A logo for a children's store

Description automatically generated**

Due to increased demand on our service, we have implemented an attendance policy. This policy ensures that all clients have fair and equal access to our therapy sessions.

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| **EVENT** | **ACTION** |
| **If you Do Not Attend (DNA) first planned contact** | You will be discharged back to the care of your referrer. If you feel able to commit to attending appointments, then a professional can re refer you back to our services. |
| **If you phone to cancel your assessment appointment.** | We will offer you another appointment by telephone or letter. |
| **If you DNA a subsequent booked appointment and do not contact the service** | We will try to get hold of you to re-arrange the appointment, however, if we have been unable to speak to you within 24 hours, we will assume that you do not wish to be seen, your case will be closed, and you will be discharged back to the care of your referrer. If you feel able to commit to attending appointments, then a professional can re refer you. |
| **If you miss 3 appointments at any**  **time in your therapy process** | We will assume that therapy is not appropriate at this time we will assume that you do not wish to be seen, your case will be closed, and you will be discharged back to the care of your referrer. If you feel able to commit to attending appointments, then a professional can re refer you. |

