

Missed Appointment Policy and Guidance

Date: Jan 2025

Review date: Jan 2026

1. Purpose This policy outlines the approach taken when clients fail to attend scheduled appointments. Our goal is to ensure fair and efficient access to services while recognising that personal circumstances may sometimes make it difficult for clients to attend appointments.

2. Policy Statement We aim to provide equitable access to services for all clients. Missed appointments can impact service availability for others. Therefore, we have established a clear process for handling non-attendance while maintaining a supportive and understanding approach.

3. Procedure for Missed Appointments

- **First Missed Appointment:** If a client fails to attend their first scheduled appointment, we will reschedule the appointment at the earliest available time.
- **Second Missed Appointment:** If a client fails to attend their rescheduled appointment, we will offer another opportunity and reschedule again.
- **Third Missed Appointment:** If a client fails to attend their third scheduled appointment, they will be placed at the bottom of the waiting list to ensure other clients can access available appointments in a timely manner.

4. Supporting Clients We recognise that attending scheduled appointments can sometimes be challenging due to personal circumstances. We encourage clients to communicate any difficulties they may face so that we can work together to find a suitable solution, such as flexible scheduling or alternative support options.

5. Client Responsibility To ensure fair access to services, clients are encouraged to:

- Notify us as soon as possible if they cannot attend an appointment.
- Engage with staff to discuss any barriers to attending appointments.
- Make use of support options available to them if needed.



6. Contact Information If you need to reschedule or discuss your appointment, please contact us as soon as possible to avoid delays in receiving support.

This policy ensures that all clients have a fair opportunity to receive services while promoting efficient use of available appointment slots.