



Policy on missed appointment and late cancellation of appointments

We recognise that it is sometimes difficult to attend appointments at the University Counselling Service, however, we are very busy service and late cancellations and missed appointments cannot be offered to other students and staff who are waiting.

Therefore our policy in relation to missed appointments is as follows:

- We require a minimum of 1 working days' notice for cancellation and re-scheduling of an appointment. Therefore it will be necessary for you to contact the service by phone, email or by coming into the service in order to cancel and re-schedule it.
- If you give less than 1 working days' notice then your appointment will be considered to have been missed.
- If you miss two consecutive appointments without giving 1 working days' notice or if you cancel late, you will need to physically attend the service to arrange further appointments.

Links to self-help resources:

- **Apps:** <https://www.nottingham.ac.uk/counselling/self-help-resources/apps.aspx>
- **Books:** <https://www.nottingham.ac.uk/counselling/self-help-resources/books.aspx>
- **Guides & leaflets:** <https://www.nottingham.ac.uk/counselling/self-help-resources/guides-and-leaflets.aspx>
- **Podcasts:** <https://www.nottingham.ac.uk/counselling/self-help-resources/podcasts.aspx>
- **Helpful websites:** <https://www.nottingham.ac.uk/counselling/self-help-resources/websites.aspx>