



UCS statement on late cancellation or non-attendance at appointments

We recognise that there might be occasions when it is not possible for you to attend your counselling appointment. We are, however, a very busy service and late cancellations and non-attendance mean that these appointments cannot be offered to other students and staff who are waiting.

Please note that our policy in relation to missed appointments is as follows:

- We require a minimum notice period of **1 working day** for cancellation and re-scheduling of an appointment. Please contact the Service by email in order to cancel or re-schedule.
- If you give less than 1 working day's notice then your appointment will be considered to have been missed and it will be your responsibility to let us know if you wish to reschedule. If you have any further appointments booked you will need to contact us within 2 working days to confirm if you wish to go ahead with your next appointment.
- If you miss two consecutive appointments without giving 1 working day's notice or if you cancel late, you will need to speak with one of our team if you would like to book a further appointment.

To cancel or change your appointment contact us **at least 1 working day in advance**, by email at counselling.service@nottingham.ac.uk.

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>
- **PowToons:** <https://www.nottingham.ac.uk/counselling/self-help-resources/powtoons.aspx>
- **Helpful websites:** <https://www.nottingham.ac.uk/counselling/self-help-resources/websites.aspx>

Contact us if you wish to see the full "UCS Policy on late cancellations and non-attendance.