



APPOINTMENTS POLICY

1. SCHEDULING OF APPOINTMENTS

- We aim to provide advice and assistance on-demand during our service hours and would only seek to schedule an appointment with you if we felt it would not be possible to help at the point in time you contact us.
- We are only able to offer a finite number of in-person appointments and demand for this service is extremely high. Therefore, it is not possible for us to offer face-to-face appointments on-request.
- We offer a range of service delivery methods (such as appointments by telephone, video call or LiveChat) and may elect to provide advice or assistance through another channel we deem more appropriate or effective.
- Where we do offer you an in-person appointment, where possible you will be given the choice of locations across West Dunbartonshire in order to meet your needs (availability at your chosen location may be limited so, for urgent assistance, you may need to attend a different venue).
- If you have been referred by another organisation, please keep in mind that we cannot take responsibility for comments or promises made in terms of appointments with ourselves.

2. PLEASE ARRIVE ON TIME

- Please do not arrive more than 5 minutes before your scheduled appointment time
- We do not have waiting facilities in our office and we cannot guarantee such amenities at the outreach locations we use.

3. IF YOU ARE GOING TO BE LATE FOR YOUR APPOINTMENT

- If you are going to be late please contact us as soon as you possible.
- If you are only going to be a few minutes late, we will try to keep your appointment available (though we will not be able to extend your appointment as a result).
- However, if you are going to be more than 10 minutes late it is likely that we will reschedule it for another day.

4. IF YOU CANNOT ATTEND YOUR APPOINTMENT

- The wellbeing of our advisers is very important and we insist that, if you are unwell or suspect you have contagious condition, you do not attend the appointment - please make us aware as soon as possible and we will try to reschedule an appointment for as soon as you have recovered.
- If you are not able to attend your appointment, please contact us as soon as possible - this may allow us to give you "slot" to someone else.
- If it is the first time you have cancelled an appointment, we will try and give you another appointment as soon as possible (this is subject to availability).

WDCAB

Bridgend House, 179 High Street, Dumbarton, G82 1NW

Tel: 0800 484 0136

www.wdcab.co.uk

5. IF YOU MISS APPOINTMENTS

- We understand that life can be complicated and that unforeseen circumstances do arise.
- If you have already missed one appointment we hope that you will make every effort to attend a second appointment.
- If you fail to attend a second appointment then we will assume that you no longer need our help and reserve the right of refusal to schedule any further appointments (in which case, if you subsequently contact us, you will be limited to our telephone service for assistance)

6. IF WDCAB NEEDS TO RESCHEDULE OR CANCEL YOUR APPOINTMENT

- Whilst we make every effort to ensure that our clients are seen when their appointments have been scheduled, there are occasions when we too may need to reschedule or cancel (such as because a volunteer adviser is ill or other circumstances beyond our control).
- If we need to reschedule an appointment, we try to contact you as soon as we become aware of the problem (this is why it is so important to make sure we have your correct contact details)
- If we need to reschedule, we will try to offer another appointment at the same location at the next possible time available or one elsewhere if urgency dictates that this is necessary