

Disability Services (“the service”) Terms of Access (appointment attendance and cancellations)

The purpose of this document is to explain expectations around the attendance and cancellation of a disability or mental health appointment with a Student Adviser.

If you have requested an appointment with the Service or have ongoing support in place with the Service, you will be allocated an appointment time on a first come first served basis. The exception is where there is a need to evidence eligibility for support such as providing evidence to meet the definition of disability to access a Student Support Plan, or where it is assessed that another student requires an urgent response. When we allocate the appointment slot, this means an adviser has reserved this time exclusively for you.

First Appointments:

1. If the first appointment offered is unsuitable or you need to cancel with more than 24 hours’ notice, please respond to cancel the appointment and provide alternative suitable dates and times. We will then re-arrange your appointment for you.
2. If you cancel your first appointment with less than 24 hours’ notice or do not attend your first appointment without contacting us to cancel prior, you will be contacted to ask if you would still like to access the service. If you do wish to continue accessing the service, you will be offered a second appointment.

Second Appointments:

1. If the second appointment offered is unsuitable or you need to cancel with more than 24 hours’ notice, please respond to cancel the appointment and provide alternative suitable dates and times. We will then re-arrange your appointment for you.
2. If you cancel a second appointment with less than 24 hours’ notice or do not attend your second appointment, we will assume you no longer wish to access the service and you will not be offered another appointment. You can access the service again by emailing studentlife@tees.ac.uk

General:

If when we contact you regarding a cancellation or failure to attend an appointment, you fail to respond within 10 days, we will assume you no longer wish to access the service and you will not be offered another appointment. You can access the service again by emailing studentlife@tees.ac.uk

Exceptional circumstances:

1. If you cancel your second appointment with less than 24 hours' notice or you do not attend the appointment without contacting us prior, there may be some exceptional circumstances where we will allow you to re-book your appointment without having to submit a new referral. Such a decision will be made at the discretion of the Service.
2. If we have to cancel your appointment due to unexpected circumstances, you will be offered another appointment as soon as possible.