

Policy for the waiting list for Toolbox Youth Therapy

- The waiting list will be no longer than 12 young people at a time.
- Once our waiting list has hit 12 young people it will be paused until space becomes available.
- If our waiting list is paused, referrals can still be received and we will respond to enquiries to explain, and attempt to signpost to other resources for help.
- Consideration will be given to priority in terms of urgency. However, the waiting list will usually be on a chronological basis in terms of referral forms received and initial assessments completed.
- Please let us know asap if a young person no longer requires therapy so this space can be made available to another young person.
- If we are unable to make contact with a Parent/Young Person and/or they have not attended for two therapy sessions, they will be removed from our waiting list after 14 days.
- The waiting list policy will be regularly reviewed to make sure it is working effectively and fairly.