

MISSED APPOINTMENT AND CANCELLATION POLICY

Appointments with Advisors at Student Services are in high demand, and there is often a waiting list. In order to provide the best services to all students, an appointment and cancellation policy has been established.

If you have an appointment and fail to attend that appointment, you will have most likely denied another student in need the opportunity to see an adviser. You are therefore requested to be socially responsible in the management of your appointment.

APPOINTMENT CONFIRMATION

When an appointment is made by either phone or in person, an email will be sent confirming the details of your appointment. This email will be sent to your student email address.

REMINDERS

If we have details of your mobile phone, a reminder text will be sent to before 10am on the day prior to your appointment.

NOTICE OF CANCELLATION

If for any reason you cannot make your appointment, please call 3365 1704 or email ss@uq.edu.au as soon as possible to cancel or reschedule. If you do not provide 24 hours notice of cancellation, you will be considered to have missed your appointment.

MISSED APPOINTMENTS

If you miss two appointments during the semester, you will no longer be eligible to pre-book appointments; you will only be able to access an adviser/counsellor by contacting Student Services reception on the day to ascertain if there is an available appointment for that day.

LATE ARRIVALS

If you arrive later than 15 minutes after the start of a one-hour appointment you will be deemed to have missed the appointment. Your session may also be given to a waiting client. Students that arrive later than 5 minutes for a 15-minute appointment will be deemed to have missed the appointment. If you have any questions or concerns or feel that this policy may have been incorrectly applied in your case, please call Student Services at 3365 1704.

CONTACT

Student Services
Phone: (07) 3365 1704
Email: ss@uq.edu.au