



Caring is our passion... Compassion is our belief...

NOA Healthcare Ltd., Margaret Powell House, 417 Midsummer Boulevard, Milton Keynes, MK9 3BN
Tel: 020 3130 1773 • www.noahealthcare.co.uk • Email: info@noahealthcare.co.uk

Member Cancellation Policy

Policy Number 46

Introduction

NOA HEALTHCARE expects that once a Member has accepted an assignment it is honoured according to the provisions detailed by the Client. A cancellation option is available for emergency situations and makes it possible for another Member to fulfil the agreed assignment.

Policy

There will always be occasions when life throws up unexpected situations such as illness, transport breakdowns or personal difficulties. The cancellation option is designed for such events.

Frequent cancellations jeopardise patient care, cause considerable annoyance to Clients and damage to the reputation of NOA Healthcare. Such occurrences are always monitored closely.

All cancellations are recorded. Should a Member affect frequent cancellations, that is more than three times in any one four week period, NOA Healthcare will remove the Members ability to cancel shifts and request a formal explanation.

Should repeat cancellations continue or the explanation be unacceptable, the option cancellation protocol will change so that it can only be actioned following discussion with NOA office staff.

In the event that it becomes apparent that the cancellation option is being used indiscriminately, the Management Team will consider further action which may result in temporary or permanent removal of membership.

Policy Origin

In House Policy.

References

NOA Policy Time keeping and attendance

Date Policy Active.

To be determined once verified by the management group.

Review Date.

12 months after verification.

Quality Assurance Reference

POL/ 46/ 17