



# DDSS Specialist Mentoring Cancellation Policy

## Cancelling an appointment

If you need to cancel or reschedule an appointment, please provide **at least 24 hours notice**. Cancellations made with less than 24 hours notice will unfortunately have to count as one of your allocated sessions.

If you cannot attend a mentoring session you can cancel your booking in the Google Calendar, please also email your mentor to let them know.

Any mentoring sessions that are cancelled by the Specialist Mentor or the Support Worker Service do not count towards your allocated mentoring hours.

## Missed Sessions

If you miss **two mentoring appointments** in a semester with less than 24 hours' notice or if you do not attend, you will be contacted by the Support Worker Service. We will want to check that you are finding the support useful and find out if there is anything we can do to support your attendance at appointments.

If you miss **four mentoring appointments** in a semester your mentoring support may be withdrawn for the rest of the semester.

## Restarting Support

If you previously paused or stopped accessing mentoring, you can restart your support by emailing [supportwork@sheffield.ac.uk](mailto:supportwork@sheffield.ac.uk).

## Feedback or concerns

If you ever have a complaint, concern, or feel something isn't working well, please feel free to speak with your **Specialist Mentor** in the first instance. They are always open to adapting their approach to better suit your learning needs.

If your concerns are not resolved or if you do not feel comfortable approaching your mentor, please contact the **Support Worker Service Manager** by emailing [supportwork@sheffield.ac.uk](mailto:supportwork@sheffield.ac.uk), or you can contact your **DDSS Disability Advisor** by emailing [disability.info@sheffield.ac.uk](mailto:disability.info@sheffield.ac.uk).