



UNIVERSITY OF CENTRAL FLORIDA
COUNSELING & PSYCHOLOGICAL SERVICES

No Show/Late Cancellation/Late Reschedule Fee Policy Appeals Form

This policy has been established to help us serve you better as a student seeking our services and the UCF community. We assess fees to students in the event of a no show, late cancellation, or late reschedule for scheduled appointments. We offer clients the opportunity to appeal any fee assessed to them. Appeals must be filed in a timely manner within 30 days of the day charges are assessed by the end of the business day. Please submit your appeal and receive a decision prior to making a payment as payments are nonrefundable.

We provide this appeal process because we understand that situations such as medical or family emergencies occasionally arise when a scheduled appointment cannot be kept and providing adequate notice is not possible. Appeals will be considered on a case by case basis. We approach appeal decisions by considering the student’s life circumstances surrounding the missed appointment while also recognizing CAPS clear expectations and policies for appointment attendance. We will notify you in writing by mail or pick up at front desk about the outcome of your appeal.

Directions: Below please provide the following information regarding your appeal. *You may submit any supporting documentation for your appeal in addition to this form.* Return this form to the front desk.

PID _____ **Date** _____

First Name _____ **Last Name** _____

Phone Number (_____) _____

Date of Appointment resulting in fee _____ **Invoice #** _____

- 1. Please give a summary of why you feel that you should **not be** assessed a fee for this appointment. Include any information or supportive documentation you would like us to consider in your appeal.

- 2. We understand some situations are unexpected and beyond your control, however, please explain how you plan to avoid a reoccurrence of missed appointments when possible.
