

1.3

WAITING LIST

- The Ark Centre uses a fair and transparent process when using this policy.
- When clients make an enquiry for a placement for their child and there is not a current space available, they will be informed of The Ark Centre Waiting List Policy.
- Clients will then have the option to add their child to the waiting list. We will ask for the child's name, DOB and parent/carers contact details.
- We are only able to give an estimate of when a space may be available, this is not a guaranteed time scale.
- The waiting is list is based on first come first serve basis.
- When a space is available at The Ark Centre, the manager will contact the client at the top of the waiting list.
- The client will then be invited to come to the centre, meet the staff and look round the centre.
- A decision will then need to be made within 5 working days of the show round as to whether the space is wanted.
- If The Ark Centre does not get a response within 5 working days or the place is not wanted, we have the right to offer the place to the next child on the list.
- If the client does want to take the place for their child, they will be required to fill in the registration forms before starting.
- The Ark Centre has a separate waiting list for BCBA outreach services, this operates in the same way as the centre waiting list.