Waitlist Policy

PRN-153: Waitlist Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
Version Number: V01 20260815
Date of Review: (August 2026)

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1. Introduction

The Waitlist Policy outlines how CAREHOPES (TC) manages situations where companionship sessions, companion availability, or specific service slots are fully booked. This policy ensures fairness, transparency, and accessibility for all clients and sponsors while maintaining TC's commitment to dignity, respect, and professional boundaries.

The waitlist system supports TC's operational efficiency and ensures that clients receive companionship as soon as availability permits.

2. Scope of the Policy

This policy applies to:

- Individual clients
- Family sponsors
- Organisational sponsors
- Companions and volunteers
- Affiliates and referral partners (for onboarding)
- TC staff and administrators

It governs all waitlist activities across England and Wales.

3. Purpose of the Waitlist System

The waitlist system exists to:

- manage high-demand periods
- ensure fair access to companionship services
- prioritise clients with urgent social or wellbeing needs

- support organisational sponsors with multiple service users
- maintain transparency in service allocation
- reduce delays and missed opportunities for companionship

TC's waitlist is designed to be compassionate, efficient, and equitable.

4. How Clients Are Added to the Waitlist

Clients may be added to the waitlist when:

- preferred dates or times are fully booked
- a specific companion is unavailable
- organisational block bookings exceed capacity
- GP appointment support slots are limited
- membership priority slots are filled

Clients can join the waitlist through:

- TC's official phone line
- TC's official email
- TC's digital platform (if applicable)
- organisational sponsor portals (where integrated)

Companions and volunteers must **not** add clients to the waitlist directly.

5. Waitlist Prioritisation

TC prioritises waitlist entries based on:

5.1. Priority Factors

- GP appointments (especially Friday appointments)
- Vulnerability or risk factors
- Safeguarding concerns
- Membership status
- Organisational contract requirements
- Accessibility needs
- Length of time on the waitlist

5.2. Fairness and Transparency

TC ensures:

- no discrimination
- no preferential treatment outside policy rules
- no companion-specific promises
- no negotiation of priority by companions or volunteers

All prioritisation decisions are made by TC's scheduling team.

6. Notification of Availability

When a slot becomes available:

6.1. Individual/Family Sponsors

- TC will notify the next eligible client on the waitlist.
- Clients have **2 hours** to accept the slot.
- If no response is received, the slot is offered to the next person.

6.2. Organisational Sponsors

- Organisations receive a notification through official TC channels.
- They have **4 hours** to confirm the slot.
- Organisations may assign the slot to any eligible service user under their contract.

6.3. Communication Rules

All notifications are sent through:

- TC's official email
- TC's official phone line
- TC's digital platform (if applicable)

Companions must not communicate waitlist availability.

7. Acceptance of Waitlist Slots

To accept a waitlist slot, clients or sponsors must:

- respond within the acceptance window
- confirm payment or membership status
- verify location and risk factors
- agree to the assigned companion (or request reassignment if needed)

If accepted:

- the booking becomes confirmed
- standard booking rules apply
- cancellation and rescheduling policies apply

8. Declining Waitlist Slots

Clients may decline a slot for any reason.

8.1. Individual/Family Sponsors

Declining a slot does **not** remove the client from the waitlist unless:

- they decline **three consecutive offers**, or
- they request removal

8.2. Organisational Sponsors

Organisations may decline slots without penalty unless:

- they repeatedly decline priority slots
- they decline GP appointment support slots without alternative arrangements
- they decline slots required under contract terms

TC may review organisational waitlist behaviour for operational planning.

9. Removal from the Waitlist

Clients may be removed from the waitlist if:

- they request removal
- they decline three consecutive offers
- they fail to respond within the acceptance window
- risk factors change significantly
- safeguarding concerns arise
- they relocate outside England and Wales
- organisational sponsors replace the client with another service user

TC will notify clients or sponsors before removal.

10. Membership Benefits and Waitlist Priority

Members may receive:

- priority waitlist placement
- extended acceptance windows

- access to exclusive companionship activities
- faster reassignment when companions change

Membership rules are governed by the **Membership Policy**.

11. Organisational Waitlist Rules

Organisations may:

- add multiple service users to the waitlist
- request priority for specific risk factors
- replace clients under contract rules
- receive extended acceptance windows
- request block waitlist management

Organisations must follow:

- Contract Agreement with Sponsor
- Partnership Engagement Policy
- Stakeholder Engagement & Communication Policy

12. Safeguarding and Risk Factors

TC may adjust waitlist priority based on:

- vulnerability
- mental health concerns
- mobility limitations
- social isolation risks
- GP appointment requirements
- environmental safety

Safeguarding always takes precedence over standard priority rules.

13. Limitations of the Waitlist System

TC may limit waitlist operations due to:

- companion availability
- severe weather
- public safety concerns
- organisational changes

- system maintenance
- safeguarding investigations

TC will communicate limitations promptly.

14. Complaints and Feedback

Clients may submit waitlist-related complaints through official TC channels.

TC commits to:

- acknowledging complaints
- reviewing concerns within 10 working days
- documenting outcomes
- adjusting waitlist processes where necessary

15. Amendments to Waitlist Policy

TC may update this policy to reflect:

- operational improvements
- legal changes
- new services
- governance decisions

Updates will be communicated through official TC channels.