

Dear Enquirer,

If you would like an assessment to be placed with a Bowlby Centre attachment-based psychotherapist, we have enclosed a Background Information Pack and a **'Request For Therapy Assessment Application Form'** for you to fill in and return to us. It is important to read all the Background Information first, as it will give you general guidance on how to complete the form.

The Bowlby Centre is committed to attachment and inclusion. Where possible, we will adapt our service to respond to specific needs. There is a space on the form if you have any needs you would like us to be aware of. This could include letting us know you have a disability, or speak a community language, or anything else you want to tell us about.

If you are a friend, partner, family member or professional who wishes to refer somebody for attachment-based psychotherapy, please read through all the information in this pack and if it feels appropriate pass it to the person concerned, so they can refer themselves to us directly, if they wish.

If you want to talk to us before referring someone to us, or have a more general enquiry about the Referrals Service, not covered in this pack, there is a **'Referrals Service General Queries Form'** for you to fill in and return to us and someone from the Referrals Team will get in touch with you.

Unfortunately, our Blues Project Scheme for people who are on benefits, or have a low income of less than £12,000 per annum is currently full. However, we do have some Low Cost spaces @ £40.00 per session, depending on your income, as well as Full Cost psychotherapy spaces. Please see the section 3 'Our Services and Fees', towards the end of this Pack for more information.

The Referrals Service only exists to arrange Assessments for people who wish to be placed with one of our own Bowlby Centre therapists and unfortunately we cannot provide general listings of psychotherapists.

Please bear in mind that it could take up to 3 months to place you with one of our therapists, although it could be much quicker. We do have some low cost spaces, but these are in high demand and it can take longer to place you if you are accepted onto one of these schemes. For more information about our Low Cost schemes, please refer to the Background Information Pack.

It is important to be aware that we are not an emergency service. If you are in crisis, please use emergency services. This could include speaking to your doctor, or ringing the Samaritans on 08457 90 90 90.

If you are not happy with the service you receive from the Referrals Team, please put your complaint in writing on the **'Referrals Service Feedback and Complaints Form'** provided in this pack and return it to us, as directed on the form and the Chair of the Referrals Committee will contact you to try to resolve the issue/s. If you are still not

satisfied with the way the matter is handled, you can write to the Bowlby Centre Chair, The Bowlby Centre, 1 Highbury Crescent, London, N5 1RN

We hope you find this pack useful in signposting you to our Referrals Services. If you have any comments, or feedback, there is a section on the Feedback and Complaints Form that you can fill out and return to us.

If your query is not related to the Referrals Service, please contact the main Bowlby Centre number on 0207 700 5070.

Best wishes from The Referrals Team