



**Families
Connected**
Children Contact Centre

How to Book a Contact Session with Our Contact Centre

To arrange a contact session with Families Connected, please follow the step-by-step instructions process below:

Step 1: Download Referral Form – Visit our website to download the referral form.

Step 2: Submit the Completed Form – Email the completed referral form to info@familiesconnected.co.uk

Step 3: Acknowledgement of Referral – A member of our team will contact both parties to confirm receipt.

Step 4: Pre-Visit Invoice – An invoice will be sent for payment of the pre-visit meeting.

Step 5: Pre-Visit Meetings – Once payment is received, pre-visit meetings will be scheduled and conducted.

Step 6: Agreeing Dates & Signing T&Cs; – Dates are agreed and Terms & Conditions signed.

Step 7: Payment for Contact Session – Full payment must be received before the booking is confirmed.

Step 8: Contact Sessions Begin – Once all steps are complete, sessions will commence.

Note: This process can take up to 5 working days depending on communication with all parties.



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