

TFS HEALTHCARE 3 STRIKE POLICY

If you are booked into a shift that you are not able to attend, you need to be aware of our cancellation policy:

TFS Healthcare operate a 3 strike policy regarding candidates cancelling shifts without adequate notice given.

Why do we have this policy?

Patient care is central to TFS Healthcare's ethos, shift cancellations without sufficient notice severely compromises this ethos as well as damaging the nurse's reputation as well as TFS Healthcare's. This policy is in place to protect a reputation that we are very proud of within our industry of being a reliable staffing partner to many of the UK's largest NHS Trusts and Private sector organisations.

So, how does it work?

Strike 1

This will be given if a candidate cancels a shift within 2 hours of the shift starting. Extenuating circumstances can be permitted that would save a strike.

Strike 2

If the same candidate cancels another shift within 2 hours of the shift starting within 6 months of receiving strike 1, they will move to strike 2.

PLEASE NOTE – ANY CANDIDATE THAT FAILS TO ATTEND A SHIFT WITHOUT NOTIFYING TFS TO ALLOW US TO CANCEL THE SHIFT AND RE-FILL IT WILL BE MOVED STRAIGHT TO STRIKE 2.

Strike 3

Any candidate that cancels a shift within 2 hours of the shift starting or fails to attend a shift without notification, within 6 months of receiving strike 2, will be removed from the agency.

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