

From time to time it is appropriate to refer a client to another agency who is in the partnership. This needs to be done in such a way that the client gets the best possible service and in a manner that can be easily dealt with by the agency taking the referral. It is important that the agency making the referral provides the agency taking the referral with all necessary information. It is also important that the client fully understands the system.

1. Client presents to agency who realise that a partner agency may help the client
2. The agency making the referral suggests to the client that a partner agency may help and explains the referral system.
3. The agency making the referral then contacts the agency taking the referral by their preferred method to ensure they are able to accept the referral (details can be found on individual agency pages- usually a phone call)
4. The agency making the referral then completes the generic referral form as fully as possible as well as the letter for the client.
5. Email, fax or post the referral form to the agency taking the referral using the [members list](#) to find contact details.
6. The agency taking the referral will contact the client to make an arrangement to discuss the issues with them and carry out any necessary casework. If the system does not run smoothly for the client, both agencies will work together and with the client to resolve any problems.