

REFERRAL PROCESS
Letterbox Contact

1. **Referrals from solicitors or other professionals** – the solicitor completes a Families Forward Letterbox Referral Form and submits to our main office, details of which are given below, together with the non-refundable Referral Fee of £30.00 (See separate referral process for other Contact Services). Any relevant **Court** Orders must accompany the referral form, especially where this details frequency and type of material to be sent. Where reports for Court are required this must be discussed with Families Forward at the time of referral, as this may incur extra costs. All fees are payable in advance. If the contact is ordered as being observed Letterbox, this will incur a charge of £45.00 per session, although the referral fee remains at £30.00.
2. **Self referrals** – Families Forward will accept referrals on the basis that both parties are aware that the referral is being made, and on receipt of the Referral Fee as described above.
3. On receipt, Families Forward will contact the parties to obtain signed Terms and Conditions forms (if not provided by the referrer at the time of referral).
4. Once both parties have returned their signed Terms and Conditions, the non-resident party will be invited to send their first item to be forwarded to the child/ren. A payment of £20 should be made when submitting the item to Families Forward, and any additional postage costs (if applicable) will be invoiced after the item has been sent. Items will always be sent by first class recorded delivery, or Parcelforce, depending on the size of the package.
5. Payment for Letterbox contact can be made by cash, cheque (payable to Families Forward) or online by bank transfer (we are not able to accept card payments). The bank details for online payments are as follows (please ensure that you include your surname as reference).

Bank	Co-operative Bank	Account Name	Families Forward
Sort Code	08 92 99	Account Number	65003165

6. The issue of who should pay for contact is for the referrer, solicitors and parties to resolve, and is not the responsibility of Families Forward. If the order stipulates that reciprocal items should be returned to the non-resident party from the children or their resident parent, then an invoice will be sent to the party deemed to be responsible for payment.
7. Further items will not be forwarded until payment is received for the previous contact.
8. Families Forward will track the item(s) sent on to children, and send a text to the sender to confirm delivery.