



Our Counselling Agreement

The Counsellor

I am a qualified experienced Counsellor and a member of my respective professional organisation; if you require further details at any time please do not hesitate to ask or visit the website. The work we do will take place within a therapeutic relationship where in my role as your Counsellor, I commit to develop an honest and open relationship with you. This means I greatly value our working relationship and will work alongside you to offer you a consistent framework in which to explore, learn and understand yourself in greater depth.

Counselling sessions and payment

Your session will last for one hour and cost £65. The number of sessions will be agreed with you at our initial session and can be fixed or open-ended depending on your individual needs. Payment by Bank Transfer is required forty-eight hours in advance of your session. In the event session fee/(s) remain outstanding for a period of more than one month, I reserve the right to seek settlement through the Small Claims Court. If you are late for a session the session will still end at the allocated time.

Referrals

If I assess that you require a more specialised level of care I may refer you to another professional however, I will discuss this with you.

Confidentiality and Records

As a member of my professional organisation I am bound by their ethical practice and subject to their professional codes of conduct. You can find out more information about this from the website. All information you disclose to me is confidential however confidentiality may be broken under the following circumstances:-

- you are at significant risk of harming yourself or others or of being harmed by a third party in any way OR
- I think a crime has been committed, I am legally obliged to do so by the letter of the Law or I am required to do so by a court of law. Where I am able to, and legally allowed to do so, I will endeavour to discuss this with you in sessions prior to taking any action.

Following your sessions, I may make brief notes which are anonymised. Client records are stored in accordance with General Data Protection Regulation 2018. In signing this Agreement you are giving your consent for me to contact you by telephone, text and email for the sole purpose of communicating about appointments and to respond to any messages you send me. I will respond to messages in normal business hours. Under no circumstances will I share your personal information with a third party.

To ensure you are given the best level of care I may discuss you confidentially, with my supervisor with whom I meet on a regular basis. My supervisor is only given your first name and I do not disclose any identifying information about you. There may be occasions when to work in your best interests, I need to discuss you with other professionals such as your G.P. but in these circumstances I will first endeavour to seek your consent.

Cancellations

I reserve the right to refuse to work with you if you attend counselling under the influence of alcohol or drugs.

I require a minimum of 24 hours' notice if you are unable to attend a session. In the event you cancel within this period, you will be charged the entire session fee. I will endeavour to re-schedule your appointment however I cannot guarantee I will always be able to do this. If I am unwell or have to cancel a session I will give you as much notice as possible. In the event of a long-term illness or my death, alternative arrangements will be made at the earliest possible opportunity.

Client Rights

As my client you have the right to be provided with a professional and consistent level of care regardless of age, gender, sexuality, religion or race. If at any time you are unhappy with the service provided to you I respectfully request the opportunity to discuss this with you as often issues can be resolved by discussion. Complaints can be made to my Supervisor (details provided upon request) or via the complaints procedure relevant to my professional organisation.

Endings

If you wish to end counselling you reserve the right to terminate at any time. However, counselling is a process with a beginning, middle and end, therefore, it is important to ensure a healthy ending that supports your wellbeing. To achieve this I ask you to allow for an end session during which we can review and conclude your therapeutic journey.

Please read this Agreement carefully

If you agree to the points outlined then please sign below to indicate your understanding and your acceptance of this Agreement. A copy of this Agreement can be found on the website.

I confirm (Please Print Name)

Client Signature

Date of Signature

Address

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Telephone