

Counselling Agreement

This counselling contract is established to inform the client of what is expected from the counsellor and the client's responsibilities to form a therapeutic relationship.

Our Counsellors

As counsellors, we follow the BACP (British Association for Counselling and Psychotherapy) ethical guidelines to work in line to protect our clients from providing a good quality service. Further information about the BACP can be found on their website: <https://www.bacp.co.uk/>.

Insurance

All counsellors have personal insurance and have been administered D.B.S. checks.

Confidentiality Policy

Everything is confidential, except when harming yourself or others, money laundering, drug trafficking, or an act of terrorism.

Counsellors are required to have regular supervision. Your counsellor may need to mention their work from time to time. However, by doing so, no information such as your name will be given. Supervision applies by the same ethics; everything your counsellor has discussed with their supervisee will not be disclosed. Your counsellor may decide to take brief notes throughout the session; these will be securely stored.

Contact

The counsellor may use phone or email to contact you to arrange another session. We are available during office hours for rescheduling or cancellations. Please be specific when leaving your number and whether it is acceptable to leave a message.

Sessions

The sessions will run for 50 minutes (60 minutes for couples counselling). The counsellor will meet you once a week. The amount of sessions needed depends on the client and their presenting issue. These sessions are your time and belong to you; if you choose to attend or not attend, the counsellor will be there the entire time. If you arrive half way through the session, the counsellor will only use the remaining time of the session. If you cannot attend a session, your counsellor may accommodate you with an alternative time (24 hours' notice required).

Prices

The cost of sessions can be found on our website. Prices may adjust due to inflation and other business circumstances. We always give our clients one month's notice of price adjustments.

Missed or Cancelled Appointments

If you want to cancel a session, this should be done plenty of time before the session (24 hours' notice minimum). We will do our best to accommodate you to change the appointment date; however, this is not always possible.

Sessions cancelled or rearranged less than 24 hours beforehand are non-refundable.

If you miss more than 2 sessions without sound reasoning or contacting the counsellor, it will be assumed that you no longer want counselling, and the contract will end. If the counsellor needs to miss a session, they will notify you with as much notice as they can, either to rearrange or cancel the appointment.

Personal Conduct

Counselling cannot occur if the client arrives at the session under the influence of alcohol or illegal drugs, nor will sessions continue if a client becomes threatening or violent towards the counsellor.

If you happen to see your counsellor outside, please be aware that they may not greet you to protect you and maintain confidentiality.

Ending Counselling

We ask the client to give one week notice before finishing counselling to discuss decisions; there will be no pressure for you to carry on the counselling.

Complaints

If you have a complaint about our counselling service, please discuss it with your counsellor. Otherwise, please contact the appropriate person; this is available on request.

Statement

I have read and understood the details of the counselling agreement and confirm that I agree with the basis of this counselling contract.

Counsellor name:

Counsellor Signature: *Date:*

Client name:

Client signature: *Date:*
