



Counselling Contract

Ethics

All of the counselling work within this agency is in accordance with the BACP (British Association of Counsellors and Psychotherapists) ethical framework. If you wish to see a copy of the code Wiltshire Mind will be happy to supply it.

Confidentiality

Everything you say to your counsellor will be kept confidential within the charity. Where there are grounds to believe that you or another person is in serious danger, or grave physical or psychological harm, or where there is a legal requirement, confidentiality may have to be broken and information passed to the Counselling Lead, Supervisor or senior member of the team. It is then at the discretion of that person if any other service should then be notified of the risk. Whenever possible your permission will be sought throughout the process. All information is kept confidential & secure and you have the right to request access to your records at any time.

For full information regarding our privacy policy, please visit our website, www.wiltshiremind.co.uk

Health and Safety

Your safety is our primary concern, so it is preferred that you are not under the influence of alcohol or other non-prescribed drugs during the session.

Practical arrangements and contact

If you need to speak to a member of the Wiltshire Mind team in between sessions, please call on 01225 706532 or email counselling@wiltshiremind.co.uk Sensitive and personal material should be kept for the session itself. I am unable to accept invitations from you on any other form of social media.

Times and Donation

Each session will last for 50 minutes. I, (the client) agree that if for any reason I cannot attend a session that I will give 24 hours' notice. Unless I, (the counsellor) hear otherwise I will be available for your session on the date as agreed and at the time stated. We have agreed to 12 sessions on xdays at xxam/pm.

Wiltshire Mind, Trinity House, Bryer Ash Business Park, Trowbridge, Wiltshire BA14 8HE
Tel : 01225 706532

Reg Charity Number: 1113751 Reg Company Number: 5498430
Email office@wiltshiremind.co.uk Web www.wiltshiremind.co.uk



If I (the Counsellor) become seriously ill and am unable to contact you, a member of the Wiltshire Mind team will inform you as soon as they are able.

Should you miss two appointments without prior notice, then the Wiltshire Mind office team will be in contact and this agreement may be terminated.

Payment

The preferred payment method for face-to-face counselling sessions is by debit or credit card. We also accept cash payments for your sessions. If the payment is made by card, once payment has been made, this will show on your bank statement as 'SumUp WM.'

We ask that you make the payment at the time of your session. If payment is not made at this time, a member of the Wiltshire Mind administration team will make contact with you in order to look at possible alternative options. Non-payment of sessions is likely to result in the ending of the counselling agreement.

If you do not attend your appointment, without prior notice or cancel on the day of your appointment, the session is still chargeable.

Feedback

Wiltshire Mind is committed to providing high quality services to all individuals who make use of our services. We welcome all feedback, compliments and complaints as these enable us to continually improve our services. We value everyone's views and treat their complaints with the respect they deserve. For further information regarding our complaints policy and procedures, please visit our website at www.wiltshiremind.co.uk

By signing this document I agree to the terms of this contract

Signed (please print name)(Client)

Signed (please print name)(Counsellor)

Date...../...../.....

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