

notes detailing the intervention, and also for case management purposes. Anonymous data may be shared with outside agencies for statistical purposes only.

After the 7-year period your information will be professionally destroyed.

By signing this contract, you agree that your information can be stored, processed and retained as described above and you must indicate as such by ticking the appropriate box below.

You have the right to access all information about you that is stored, processed, and retained by this organisation in any form, and you will be provided information as to how to access your records should you wish to at any time. Please indicate by ticking the appropriate box that you have been verbally provided with this information.

I give consent for my information to be stored, processed, and retained as described above which is necessary in order to work with me safely and effectively. I am aware that I may withdraw my consent at any time. Please TICK BOX to confirm.

If you need to cancel or re-arrange your appointment, we ask that you do so at least 24 hours before your appointment time.

Points Discussed

- Client/counsellor relationship
- Limitations of counselling
- Confidentiality/note-keeping
- Supervision
- Individuals at harm or risk
- Appointments/missed appointments
- Client referral form
- Anonymous data collection
- Other staff and services / signposting

Dual Roles

Some of the counsellors may have a dual role within the organisation. For example, The CEO of the company also counsel's clients. If your counsellor has a dual role within the company then this will be explained to you and a pathway to follow for issues such as the complaints procedure will be made clear to you.

By signing this contract, you agree to adhere to the terms and conditions therein, which may change from time to time in accordance with organisational policy.

Your counsellors name is:

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You can contact your counsellor on

.....

info@crystallifecounselling.co.uk

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Crystal Life Counselling has a complaints policy a copy of which can be obtained from our website

Client's signature.....

Print Name.....

Counsellor signature

Counselling Contract

Crystal Life Counselling

Crystal Life Counselling
 The Old Mill House
 Deakins Business Park, Bolton, BL79RP
 Tel: 01204 232301
 Info@Crystallifecounselling.co.uk

Crystal Life Counselling

Counselling Contract

What is counselling?

The aim of counselling is to provide an opportunity for clients to work towards living in a more satisfying and resourceful way. It must be voluntary and deliberately undertaken by the counsellor and client.

We offer different methods of counselling, and this will be worked out by you and your counsellor depending on your needs.

Whilst counselling is generally recognised as beneficial it must be realised that this may not be so in every case.

Confidentiality

All sessions will be conducted with the strictest confidence and this confidence will be maintained within the organisation and applied to any records in accordance with the Data Protection Act, except in the following instances.

1. Where the client gives consent for the confidence to be broken in line with the company policy.
2. Where the counsellor is compelled by a court of law.
3. Where the information is of such gravity that confidentiality cannot be maintained i.e. child protection, cases of serious harm to self or another, crime and acts of terrorism. This will only proceed after first informing you of what needs to be disclosed.

Sessions

All sessions will last for approximately an hour and all sessions must be paid for 24hrs in advance. The whole session belongs to you. You will not be seen if you are intoxicated by alcohol or drugs, both for your health and therapeutic reasons. You will initially be offered six

sessions. There will be regular reviews of the sessions and, if needed, further sessions can be booked.

Cancellation

In the event of cancellation on the part of the Counsellor due to illness or other reason, we will give you as much notice as is possible depending on the circumstances i.e. due to sickness, and offer you an alternative time. We would appreciate that you also do the same. All cancellations must be made by the client to the company via 01204 232301.

Due to the demand for our service we have to ask that if you do not attend or cancel regularly i.e., more than two sessions, a review of the commitment to counselling will need to be carried out and the company reserves the right to end the therapeutic relationship.

Boundaries and Safety

We would like to make it clear that there will be no contact outside of the sessions other than stated in this contract. All reasonable steps will be taken to ensure your safety from any harm; however, Crystal Life Counselling (CLC) has a zero tolerance approach to insults, abuse or violence towards its staff and volunteers.

Terminating Counselling

There may be times when the counsellor needs to terminate the counselling relationship. This will be when the counsellor and their Line Manager/Supervisor believe that the counsellor is practising beyond their level of competence. You may also feel the need to end the therapeutic relationship and we ask that you tell us.

Evaluation

As an organisation, we would benefit from your

feedback of what helped and what was not helpful and how we could improve the service. Your feedback is of value to us and will directly help benefit the service we provide to others.

Client's Rights

As an Organisation, all our Counsellors are members of a recognised professional association and will therefore abide by their ethical framework and. This means that CLC is responsible for the clients, all complaints procedures and storage of data etc will be done in accordance with BACP Ethical Framework for Good Practice in Counselling and Psychotherapy. A copy of the BACP Ethical Framework is available on request from the office. You may also find it on the BACP website www.bacp.co.uk or you can order a copy from the BACP on 01455883320. If an individual counsellor is a member of a different professional body a copy of their Ethical Framework will also be made available to you although it must be stressed that the organisation is a member of the BACP and therefore will use their Ethical Framework.

General Data Protection Regulation (GDPR)

Your information will be stored and processed in accordance with General Data Protection Regulation (GDPR) (EU) 2016/679 in written and computerised form, and retained for a period of 7 years in accordance with our company policy. The information about you will include your name, address, date of birth, contact details such as telephone numbers or email address, persons giving consent, reasons for referral and