

## **Additional Information with regards to your Counselling...**

### **Data Protection**

- Counsellors complete notes at all sessions which the client can read at any time.
- Your information will not be shared in any form without your consent.
- Counsellors are unable to photocopy notes for clients. We have strict protocols in place which protect confidentiality and client information. Clients must be advised to contact Eye to Eye on 01443 202940.
- All client notes are stored securely for a period of ten years after which they will be shredded and disposed of in a confidential manner.
- We will make every effort to contact the client if any notes are requested and obtain written consent from the client for any disclosure.

### **Confidentiality**

- Whatever is discussed with the counsellor will remain confidential, unless the client or another is at serious risk of harm. If this occurs the counsellor will contact the office for advice and discuss the next steps with the client.
- If the counsellor and client happen to come across each other outside of the counselling room, the counsellor will not acknowledge the client unless prompted to do so by the client.
- The counsellor or the organisation will not discuss what is said during the counselling session, with parents, relatives or agencies etc, without the client's consent.
- It is important that the client informs us, who else knows counselling is taking place. We will only confirm, cancel or alter appointments with these people.
- It is important to record the client's contact details, including telephone number and, if possible e-mail address.

### **Attendance Outreach**

- If the client is unable to attend for any appointment they must contact the office in advance or the following day.
- If the client does not get in touch the appointment slot will be reallocated.
- The client must not attend the following week after a missed session, without firstly contacting the office to confirm that the appointment slot is still available.
- Clients have six sessions. If a session is missed, then it will be counted as one of the six sessions.

### **Complaints**

- There is information on how to make a complaint on our website. We also have leaflets which should be offered to the client at the first appointment.

**Any additional questions you would like answered please call Elizabeth Owen**

**On**

**01443 202940**

**(THIS NUMBER HAS AN ANSWER  
SERVICE WHICH IS CHECKED DAILY)**