

Additional Information with regards to your School 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.

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)**