

Terms and Conditions for Counselling

Client Contract

Winchester Youth Counselling

68 St Georges Street, Winchester, SO23 8AH

Tel: 01962 820 444

Email: admin@winchyc.org

Confidentiality statement

All personal information will be treated confidentially within the service and not passed on without your prior consent unless, your safety or the safety of others is at risk. Your information will be held securely by us and will not be shared with third parties unless, we consider you or someone else to be at serious risk. You are entitled to access your data at any time, and you also have the right to ask for the data to be removed. WYC reserves the right to keep data for 7 years. WYC also reserves the right to hold your data for longer if there is safeguarding or risk issues. If you have any questions regarding the above, please ask your counsellor.

Session details

Our counselling sessions will take place weekly on:

Day:	
Start time:	
Finish time:	
Date of first session:	

Attendance

Engaging in counselling requires a weekly commitment.

If you are unable to attend your session or if you are delayed, we ask that you please let us know as soon as possible.

Telephone: 01962 820 444 or email: admin@winchyc.org

If the counsellor is unable to attend a counselling session, we will contact you as soon as possible to let you know. Please note that if you do not attend one session, we will contact you by email and phone to ask if you will be coming the following week. If we then do not hear from you, and you do not come for the second week in a row, we will have to assume that you no longer wish to continue with counselling here. We will also need to carefully consider your commitment to counselling if many sessions are cancelled.

Ending counselling

Normally, the ending of counselling will be by mutual prior agreement however, you have the right to end your counselling at any time. Please let us know if you decide that you would like to end your counselling sessions, giving at least 48 hours' notice. If at any time we feel that counselling is no longer helpful or appropriate we will discuss this with you.

Ethical framework

We are organisational members of the BACP (British Association of Counselling & Psychotherapy) and we adhere to its Ethical Framework for the Counselling Professions. Details are available at www.bacp.co.uk.

Complaints

If you feel that you have not received an adequate level of service, or if you need to report an allegation against a member of staff, we have both a complaints policy and a management off allegations policy. These documents will help explain the process we undertake when either a complaint or an allegation is made and are available [here](#). We take both complaints and allegations very seriously, in either event please contact ceo@winchesteryouthcounselling.org at the earliest possible opportunity. Your complaint or allegation will not affect your right to support from Winchester Youth Counselling.

Data Protection Statement

WYC only collects and records the personal information that is necessary to carry out its function of providing counselling and therapeutic support to young people. WYC will only share personal data with your consent or with those organisations with whom we are legally obliged to share to carry out our Safeguarding responsibilities. WYC will comply with the Data Protection Act [2018](#) for sharing data. This encompasses the provisions within the UK GDPR (General Data Protection Regulation). If you wish to see the information we hold about you, you can ask for the information in writing, giving your full name and address. For more information, please ask to see our 'Data Protection Policy'.

By signing this document, you consent to us holding your data for the purposes outlined above.

Client Signature:

Client Name:

Date:

Counsellor Signature:

Counsellor Name:

Date:
