

The following is information about how I tend to work. Please let me know if there is anything that does not make sense or that you are not comfortable with.

Confidentiality

What you share with me I treat as confidential. Confidentiality includes my training and my supervision; every counsellor/psychotherapist working to UK Ethical Codes speaks regularly with a supervisor i.e. another experienced therapist. This is to make sure we're all working as well as we can be.

The only time I may need to break confidentiality is if I'm concerned about harm to yourself or to someone else. I would talk to you about this first though, if at all possible.

Data Protection (GDPR)

I'm registered with the ICO (Information Commissioner's Office) and work in line with General Data Protection Regulation (GDPR) – UK data protection law.

The data I need to store for us to work together is your telephone number, email address and any subsequent emails between us. This is so that I may communicate with you regarding appointments, invoicing etc. Your data will be kept for 7 years after therapy ends. I do not share this with anyone else, other than in the event of something happening whereby I am physically unable to contact you myself. My nominated contact would then access your telephone number (only) to let you know.

Medical Conditions

I'm interested in any physical or mental health diagnoses you'd like me to know about prior to meeting. For example, diabetes, depression, epilepsy, etc.

I ask about physical health in case of any urgent needs during a session. With regard to mental health history/diagnoses, I ask in case this gives a fuller picture of you, and hence how you might best be helped. None of this information is shared with anyone else; and it would be stored for 7 years after our last contact.

Code of Ethics

I work to the Ethical Framework (2018) set out by the British Association for Counselling and Psychotherapy. I'd be happy to show you a copy - and it's on my website.

Length of Sessions

Sessions are 50 minutes. Usually we would meet on a weekly basis at a regular time (supervision for other therapists tends to be fortnightly).

Duration of Work Together

There is no obligation from my point of view to work together for any set period of time. If not ongoing, some people start with six sessions before reviewing. Regarding endings, my hope is that we say goodbye in person and with some notice.

Chand Counselling - Agreement

Cancellations and Re-arranging

I ask for 7 days' notice for a cancellation please. It is difficult for me to offer the time to someone else or to make other plans with less notice, so the fee stands otherwise. In extenuating circumstances, I'm willing to negotiate this.

If on the odd occasion you ask to re-arrange rather than cancel with less than 7 days' notice I will do my best to accommodate. If I'm unable to in that same week the fee stands.

If it was me that asked to cancel or re-arrange (this would only be in an emergency), I'd also try to give you 7 days' notice. If it's not possible for me to give this notice and we are unable to rearrange in the same week, you'd be entitled to a session without charge.

Payments

Your fee will be agreed between us (varies sometimes if concessions are needed). I kindly request that this is paid by online transfer, and received 24 hours after the session, if not before. I invoice on a monthly basis; I am not necessarily expecting payment for the month in one transfer.

I will assume we are working to this agreement from our first contact unless we discuss/ agree otherwise.

*Warmly,
Rakhi*