



## Client Contract – adult services

- Our adult counselling services are open to individuals, aged 18 and over
- We offer weekly appointments, at the same time on the same day each week
- Most of our appointments are during normal business hours but we do have limited evening and Saturday morning appointments in Malton
- We offer a choice of face-to-face, online or telephone appointments, except for EMDR treatment appointments which can't be delivered via the telephone.
- We **do not** offer home visits.
- You can bring an adult with you to the venue, but not into a session
- We understand the challenges faced by people with caring responsibilities, which is why we offer 'phone and online appointments, as well as in person
- Appointments are normally 50 to 60 minutes, including the initial assessment appointment, though EMDR treatment sessions can last up to 90 minutes
- We offer an initial assessment appointment plus:
  - Up to eight counselling sessions under our brief counselling service, or
  - Up to 10 under the 27% project and the Victim Counselling Service

There is no upper limit for our chargeable service "Options"

- If you are unable to attend an appointment for any reason, please let us know as soon as possible, so that we can offer the appointment to someone else
- If you do not attend – or late cancel (less than 48-hours' notice) two appointments, we may withdraw the offer of counselling, though we will take account of any exceptional circumstances e.g. childcare issues, illness
- For our chargeable services (*Options* and *Copayment*), payment is required before, or on the day of your appointment, incl. the assessment (Options only)
- Our counsellors work in different ways e.g. Person-Centred or Gestalt, and are members of different professional bodies such as the [BACP](#) and [UKCP](#). However, they all abide by the [Ethical Framework](#) for the Counselling Professions as well as our organisational policies and procedures.
- We ask clients to tick the box on the online Referral form to confirm that they have read and understood our Confidentiality Statement, which talks about our safeguarding procedures and how we handle your personal data
- We are unable to offer you a service without first obtaining your GP details, and your agreement to our Consent Policy (by ticking the box on the online Referral form or by signing a hard-copy version of the Consent form).
- For insurance purposes, other than service dogs, dogs are not allowed
- Please ensure that your mobile phone is switched off during a session
- If you are unhappy with any aspect of our services, you can make a complaint. To find out about the complaints procedure go to our [website](#)