

If you have any concerns about how I have handled your data, you can complain to the Information Commissioner's Office. For details, see their data handling concerns website, at:

<https://ico.org.uk/concerns/handling/>.

Complaints:

I hope that your time working with me is helpful and empowering. However, if you have a complaint about any part of my service, please discuss the problem with me.

If you are not comfortable talking to me about an issue, you can also contact the British Association for Counselling and Psychotherapy for advice: by phone on 01455 883300 option 2, or by email to:

ask@bacp.co.uk.

Amanda Bettison
The Village Counsellor
MBACP, registration no. 373785



Terms for counselling

Sessions:

Sessions last an hour, and normally occur weekly at the same day and time, or as we agree between us. The whole session time belongs to you, whether you choose to attend or not, and I will be available for the entire time of the session. If you arrive or log in part way through your allotted time, I will see you for the remainder of the time. Any missed sessions will need to be paid for at the agreed rate, and it will not be possible to make these sessions up.

Cancellation and holidays:

I have a 2 working day cancellation policy: if you do not come to an appointment, or you cancel an appointment with less than two working days' notice, the full agreed fee for the session is still payable.

It would be helpful if you would me know of any planned absences, such as holidays, in advance.

I will notify you as early as possible (and always with a minimum of 2 weeks' notice) of any planned absences on my part.

Fees:

I charge £60 per hour for private clients seen at my premises, by phone or online, unless we agree a reduced rate, which will be confirmed in writing. I may also see you elsewhere, e.g. at your home or workplace, in which case my fees may be higher, depending on travel time and cost; in this case we will discuss this, and I will confirm the agreed fee in writing.

I accept payment by cash, debit/credit card or bank transfer to the account detailed below:

Account name: The Village Counsellor

Bank sort code: 60-83-71

Account number: 55996014

Invoices and receipts are available on request.

Duration of counselling and ending:

I offer open-ended counselling, with no limit on the maximum number of sessions. However long we work together, I will regularly invite you to review how you feel the counselling is going.

If you feel that you want to end counselling, I ask you to commit to giving **one week's notice** of ending, so that we have an opportunity to discuss this.

Contact:

For appointments and administrative matters, please email me on: **thevillagecounsellor@gmail.com**.

In the event that you are delayed or an emergency occurs to prevent you attending for your session, please contact me by phone or text on: **07421 721493**.

Privacy and data handling:

Confidentiality is a very important aspect of the counselling relationship. Everything that is discussed in the counselling session is kept in the strictest confidence.

To ensure the quality of the counselling services provided, I discuss my work with a senior colleague on a regular basis. These meetings are confidential, and I will not disclose your full name or anything else that would enable you to be identified.

The only exception to this would be in the following circumstances: if there is convincing evidence that you intend to harm yourself or others, I might need to break confidentiality by contacting your doctor, or in serious cases the police. This would ideally only take place with your prior knowledge. In all other circumstances any disclosure would require a court order, even in circumstances in which you, the client, request such disclosure (e.g. court case, insurance claim etc.).

I will keep brief notes after each session, which will be anonymised and securely stored, and there is no way you would be able to be identified from the notes. These notes will be securely destroyed six years after our final session.

Additionally, I will keep your contact details (name, phone number and email address) securely for the purpose of scheduling sessions, invoicing and associated administrative matters. If you cease to be a client of The Village Counsellor, I will dispose of your contact details as confidential waste no more than one month after our final session.

All client information I keep is stored in compliance with General Data Protection Regulation (GDPR). If wish to withdraw your agreement to my use of your data at any point please let me know.