

# Kelly Paterson Counselling

## Counselling agreement

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This is a mutual agreement between counsellor and client, outlining our responsibilities to each other. These are in line with the British Association of Counselling and Psychotherapy's ethical framework - see [www.bacp.co.uk](http://www.bacp.co.uk).

### Confidentiality

Our sessions and your personal information are strictly confidential, with the following exceptions:

1. I share aspects of my work during clinical supervision and occasional professional development. *I do not disclose personal information that would enable clients to be identified.* Data protection and client confidentiality is paramount at all times.
2. If I believe that you intend to harm yourself or others, I may need to inform your next of kin, doctor, or in serious cases the police. If possible, I would discuss this with you first.

### Session timings

We will meet at the same time each week, and sessions last for 50 minutes. Your regular appointment time is reserved for you.

### Holidays and cancellation

If you cannot make a session and you give me at least 24 hours' notice, I will aim to find an alternative time for you during that week. If this is not possible, or if there is less than 24 hours' notice, missed sessions incur the full fee. If you arrive part way through your session, I will see you for the remainder of the session time.

If you give at least one week's notice, you can take up to three further 'holiday' sessions each year with no charge (pro rata for time-limited agreements). All missed sessions outside of this will be charged at the full fee, including holidays, work commitments, illness and other emergencies. There is no fee if I cannot make a session.

### Contact between sessions

If you need to contact me – to cancel an appointment for example - you can notify me by phone, email or text. Please limit these communications to brief, factual information – any therapeutic material should be dealt with in session.

### Payment

Payment is due either by cash or bank transfer **on or before** each session. Bank transfer details available on request following your first session.

### Ending

It is up to you when to leave counselling. However, it is important not to hurry this important part of our work, and so I ask you to commit to **at least one pre-planned ending session** so that we can fully process our work together. If for any reason I have to end our work together, I aim to give you 4 weeks' notice.

### Ethics and complaints

As a Registered Member of the British Association of Counselling and Psychotherapy (BACP), I abide by their Ethical Framework for good practice. If you are unhappy with any element of my work, please raise this with me in the first instance, so that we can find a mutual solution. If you are still unhappy, you should contact BACP, as they are responsible for issues of professional conduct – [www.bacp.co.uk](http://www.bacp.co.uk).