

**CLIENT AGREEMENT/CONTRACT**

Thank you for choosing Speak Your Truth Counselling Services! There are a few important aspects of our work that I need to reinforce, so please pay attention to the following:

**Confidentiality:**

Everything that you discuss with me is confidential. This will only be broken if there is a concern about your safety or the safety of someone else; drug trafficking; money laundering or safeguarding issues related to young people, or we are instructed to do so by a Court of Law. I will always endeavour to speak to you about this first.

I will ensure that sessions are conducted in a confidential setting, and I have chosen video calling software that offers end to end encryption to further protect your privacy, so the expectations is that you will also ensure that you are in a quiet, safe space without any distractions when we meet for the sessions. Please note that I cannot be held responsible for any breaches caused by failures in this technology.

As part of my responsibilities, I will discuss all my clinical work with a supervisor, and this is to ensure that I am offering you the best service possible as an individual member of the British Association of Psychotherapy (BACP) and these conversations are bound by confidentiality and you will only be referred to by your initials to ensure confidentiality.

Brief notes are also kept of each session, and these are anonymised and are either stored in a locked filing cabinet or stored securely in a password protected file within the Kiku system. These notes are for my use only & help me to keep a track of everything that is being discussed. In line with industry standards, these notes must be kept securely for up to 7 years after your therapy comes to an end, after which they will be confidentially destroyed. You have the right to view these notes at any time. To make this request please contact me directly to arrange.

The General Data Protection Regulation 2018 (GDPR) is a comprehensive data protection law in the EU that governs how personal data is collected, processed, and stored, ensuring individuals' rights and privacy are protected.

All confidential information is held in accordance with this using the secure and encrypted Kiku system (please see their Privacy Policy for more information) at <https://www.wearekiku.com/privacy-notices>).

My full terms & conditions & privacy policy can be found on my website [www.speakyourtruthcounselling.com](http://www.speakyourtruthcounselling.com) Please see the Privacy Policy for more details about how data is used and stored, as well as your rights under the GDPR guidelines.

**My approach:**

I am an experienced, qualified Integrative counsellor who uses the person-centred model at its core. This means that my approach is enabling us to be collaborative, reflective, and grounded in compassion and curiosity. I will also use elements of a psychoanalytical nature as well as cognitive behavioural therapy (CBT) and this could include journalling, creative tasks and goal setting if applicable. Every client is unique – so no size fits all.

**Appointments:**

The counselling ‘hour’ runs for 50 minutes, usually once a week, although in unique cases, this can be adjusted based on your needs but only under consultation. The cost is from £50-70 per session, payable via bank transfer. If you need to reschedule, just let me know with at least 48 hours’ notice to avoid a cancellation fee.

Please ensure that you choose a quiet and private location to conduct your online or telephone sessions and that you log in on time to make full use of the appointment. Please note that sessions cannot be extended beyond the agreed time. Should we experience any technical difficulties, I will endeavour to switch to an alternative session format (e.g. another video calling platform, telephone or alternative phone line so the session can continue with minimal disruption.

I may on occasion, offer face-to-face sessions if this is required, but this will be strictly on an individual basis and take place in Hillingdon, Greater London.

Outside of your agreed therapy sessions, it is not usual for you to have contact with me. If you think that you may need extra support, please discuss this directly with me.

**Payment:**

Payment for your sessions is made at the point of booking by card using the Kiku system. If you are paying using your Kiku account, please ensure that you make payment within 24 hours of making the booking. In the absence of payment your session may be cancelled.

In the interest of your privacy payments will show up on your account statement under Kiku’s legal entity name “Sixten Eighty Ltd.”

**Making changes to your appointments:**

If you need to cancel or rearrange an appointment with me, you can do this via your Kiku account. Alternatively, please call/text 07498 395707 or email me on info@speakyourtruthcounselling.com to let me know.

I ask that you give at least 48 hours’ notice of any changes to be eligible for a refund. This gives me the opportunity to reallocate the hour to someone else. The full session fee will be charged for cancelled sessions, where two working days’ notice has not been given and for non-attended sessions, where no prior notice has been given. Please note, that for therapy to work effectively, regular attendance is essential.

Where sufficient notice has been given, there will be a cancellation fee of £2.50 to cover card processing and administrative costs.

**Breaks in Therapy and Endings:**

For counselling to be effective regular consistent attendance is essential to develop relational depth. It is also important that we are both aware of any planned breaks so that we can prepare. I will endeavour to give you at least 4 weeks’ notice of any holidays and ask that you try to do the same. You are free to end counselling at any time, and the sessions are infinite for as long as you require, but when that time comes, I recommend we plan a closing session to reflect, honour your journey, and wrap things up thoughtfully.

**Raising Concerns:**

I trust that our relationship will be a positive experience, however if you have any problems at all with the service that you receive, please let me know at your earliest opportunity. If this does not resolve the issue, I am registered with the aforementioned BACP so you can get in touch with them if we are not able to solve the problem.

This also applies if you feel that our working relationship is not as you envisaged, so a referral to another counsellor or agency can be discussed if applicable.

You can view my full terms & conditions on my website [www.speakyourtruthcounselling.com](http://www.speakyourtruthcounselling.com) and I hope that your time with us will be a really positive experience and look forward to helping you to grow and thrive.

Angela Drisdale-Gordon

