

Client Agreement

Maximinding provides psychological therapy to those registered with a GP. We're fully qualified counsellors and/or hypnotherapists and registered members of the National Counselling Society and/or National Hypnotherapy Society.

We undertake regular supervision with fully experienced Supervisors and may occasionally share information with them, although as a client you'll remain anonymous. Our services are open ended and your progress will be regularly reviewed by your counsellor.

Client records and confidentiality

Records are maintained in accordance with the General Data Protection Act 2018. Any request for a copy or sight of your records under the Freedom of Information Act 2000 can be made in writing to Maximinding.

Anything you tell us is confidential, unless we have concerns about the immediate safety of yourself or anyone else, in which case we may need to involve other people, at which point we'll try to talk to you about it first. It's a condition of our services that we're provided with details of your GP, so that we can contact them in the event of concern.

Attendance at sessions and DNA (Do not attend) Policy

For therapy to be consistent and effective, it's important that you attend regularly. The sessions are weekly and last 50 minutes. If you are unable to attend a booked appointment, where possible please give a minimum of 72hrs notice. (Charges apply, please refer to main Contract).

You must contact us and give the reason for non-attendance. Failure to attend two consecutive appointments, without contact, may result in your appointment time being given to a new client and action taken to recover any outstanding payments.

We also request that both client and counsellor give a month notice of booked holidays. In the event of genuine emergency, we will look to reschedule your appointment.

Complaints procedure, monitoring and evaluation

We encourage clients to provide both positive and negative feedback to improve our service. Evaluation forms are distributed at the end of therapy. If you feel you have cause to complain about the service you have received, you can firstly contact Maximinding direct to discuss, alternatively you can complain direct to the respective registering bodies by following their complaints procedures at the following:

www.nationalcounsellingsociety.org

www.nationalhypnotherapysociety.org