Client Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## 1. Introduction

This counselling agreement outlines the working relationship between you (the client) and your assigned Counsellor. This agreement explains what you can expect from your counsellor and the structure of our sessions. Please read carefully and sign at the end if you agree.

## 2. The Nature of Counselling

Counselling provides a safe, confidential space to explore your concerns, support your emotional wellbeing, and work toward meaningful goals at your own pace. In the first session, your counsellor will ask about your expectations, address concerns, and to discuss your counselling process.

## 3. Confidentiality

All sessions are confidential. Exceptions include risk of serious harm to yourself, or others, child or vulnerable adult protection concerns, acts of terrorism, drug trafficking or money laundering Act, or if required by court order.

A&B counsellors are all members of a governing body, which requires them to have monthly clinical supervision as a requirement for professional conduct. They may discuss client issues for professional guidance and development but do not identify clients and they are kept anonymous.

## 4. Insurance and Registration

Your therapist is insured for public liability and professional indemnity, and the organization is registered with the ICO in line with GDPR and BACP ethical requirements. Under the provision of the GDPR clients may seek access to their notes. There is a procedure to follow for this and you can discuss this further with your counsellor if needed.

## 5. Number and Frequency of Sessions

There is no set limit to the number of sessions. A check-in will take place every 8 sessions to review progress and explore ongoing goals. Each Counselling Session is 50 minutes. The day and time will be agreed mutually between you and your counsellor.

## 6. Booking Appointments

To book sessions, clients must use the appointment booking section of the A & B Counselling website.

## 7. Cancellations and Missed Sessions

Please provide at least 24 hours' notice to cancel a session. We allow up to 3 cancellations in your counselling journey. Sessions cancelled with less notice, or missed entirely, may still be charged the full session fee.

## 8. Ending Counselling

You are free to end counselling at any time. A planned ending is recommended to allow for reflection and closure. During your review or at the end of your counselling, your counsellor may suggest a referral to other counselling agencies, if necessary. This will be discussed with you.

## 9. Conduct

Clients are expected to attend sessions on time, without influence of drugs or alcohol. It is requested that mobile phones are switched off, or placed on silent, during the sessions. It is requested and expected that mutual dignity and respect is maintained during counselling sessions. The Service will not tolerate any form of verbal or physical abuse. In these sessions, please make sure you are in a private and confidential space. Recording sessions are also prohibited. It is requested that you and your counsellor take personal responsibility to maintain confidentiality when using social media.

Should at any time be dissatisfied with your counsellor, or have any queries or concerns, please report with the managing director on [muhammad@aboveandbeyondcounselling.com](mailto:muhammad@aboveandbeyondcounselling.com) or for anything urgent please call on +44 \*\*\*\*\*\*\* (only available from 09:00-14:00).

## 10. Emergencies

This counselling service is not an emergency or crisis service. For immediate support, contact Samaritans at 116 123 or NHS 111 Option 2 (Mental Health Support).

Client Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Counsellor Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_