**Information and Working Agreement**

In order for us to decide whether we can work together you will be offered an initial session which will last around 60 minutes. Thereafter sessions will be 50-60 minutes long (by arrangement) and almost always on the same day and at the same time.

After an assessment period, which may be up to 4 sessions, we will discuss continuing the work and the likely length of our work together.

**Charges**

Invoices are issued monthly in arrears and payment is by BACS, cash or cheque.

Sessions are charged at £65-75 per session, by arrangement.

Fees are subject to review on April 1st each year.

**Cancellations**

If I need to cancel a session due to unforeseen circumstances, I will give you as much notice as possible and endeavour to offer a suitable alternative. There will be no charge for sessions I cancel.

Missed sessions are charged in full, as are sessions without full 24 hours notice.

Sessions cancelled with more than 24 hours notice are charged at half price.

This reflects the fact that I will not fill your session as the time and space remains yours.

**Breaks from therapy**

I will endeavour to give you a minimum of four weeks’ notice of my breaks. I will not charge you during these breaks. Please can you also try to give me four weeks’ notice of any breaks you are planning to take. Your holidays are charged at half rate per session.

**Ethics, confidentiality and risk**

* As discussed I work within the BACP ethical framework which you will find [here](file:///C:\Users\rache\Desktop\bacp-ethical-framework-for-the-counselling-professions-2018.pdf) .
* In keeping with the ethical framework our work will be confidential. I will keep anonymous notes of our sessions in a secure setting in line with GDPR and ICO requirements. As discussed from time to time I will take my work with you for discussion with my supervisor who is an accredited member of UKCP and bound by their ethical guidelines. Exceptions to confidentiality are as follows:
  + If I were to become seriously concerned that you were at risk of becoming a danger to yourself or others.
  + If I were to become aware of an adult or child safeguarding issue during the course of our discussions
  + If *I* were to become aware that you or someone you are talking about was engaged in an illegal activity

In all of these situations I would endeavour to discuss an appropriate course of action with you before doing anything.

**Complaints**

I would encourage you to talk about any dissatisfaction with the therapy, with me. If this does not feel possible then please visit the BACP website for next steps <https://www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/how-to-complain-about-a-bacp-member/>

**Emergency contact information**

* If you need to contact me at short notice please either email me at [rachelfeavertherapy@gmail.com](mailto:rachelfeavertherapy@gmail.com) or call me on **07794420736**. Please note that my phone is usually on silent and that some time may elapse before I can pick up and respond to messages and emails.
* I will also need your emergency contact details; I would be grateful if you could complete and return the accompanying sheet.

Please feel free to raise any of the above at your next session.

With kind regards

Rachel

**Contact details**

|  |  |
| --- | --- |
| Your address |  |
| Your contact number |  |
| GPs name, address and contact number |  |
| Name and phone number of person you would like me to contact in the event of an emergency |  |