

The next step

If you think talking to one of our therapists can help you, please telephone to make an appointment for an initial consultation

Phoenix Counselling
Service
0208 595 9633

or write to :-

The Referrals Co-ordinator
Phoenix Counselling Service
591 Heathway
Dagenham
RM9 5AZ

info@phoenix-counselling.co.uk
PCS has a main centre in
Dagenham

Also in Ilford Walthamstow
**Individual practices across
London & Essex**

Our aim : -

Is to offer counselling and therapy to a professional standard to all regardless of gender, age, ethnic origin, sexual orientation, disability, beliefs, ex-offender or refugee status.

In confidence : -

All our counselling and therapy work abides by established practice to maintain a client's confidentiality

www.phoenix-counselling.co.uk

Phoenix Counselling Service



Contract for
counselling /
therapy

www.phoenix-counselling.co.uk

About your counselling

All the counsellors / therapists working for Phoenix Counselling Service are either fully trained or coming towards the end of their training and are in regular supervision. This means that the work they do with you will be discussed with another person in order to ensure that you receive the best possible service.

You will not be identified during supervision.

Your contact details are kept securely. You may request to see them at any time.

All counsellors / therapists hold full professional indemnity insurance.

Your relationship with your counsellor is founded on a basis of confidentiality. What you talk about will not be passed to anyone without your consent. The rare exceptions to this are where it is thought you are a danger to yourself or others. In such circumstances we will endeavour to discuss this with you first.

Phoenix Counselling Service

is a member of
The British Association for
Counselling and
Psychotherapy
(BACP)

Our individual counselling at our main Dagenham centre is accredited by BACP

We abide by the BACP's Ethical Framework for Good Practice in Counselling and Psychotherapy. (Full copy available on request)
In accordance with this we like to inform your GP that you are being counselled but we will not give them any other information without your consent.

Fees

These are negotiated individually at the first session, taking into account the cost of the service we provide and what you can reasonably afford. We endeavour to offer you counselling even where income is low.
All sessions are charged for.

Practical matters

•At your assessment agreement will be made for how many sessions you will initially meet for.

Wherever possible your appointment will be at the same time each week. You will be given notice of breaks in treatment, usually two weeks at year end, in April and all of August, and if the counsellor needs to cancel a session for reason of illness.

Each session lasts for 50 minutes. If you are late it will not be possible to extend your session.

If you feel you have a complaint please take this up with your counsellor. Alternatively put your complaint in writing to the Co-ordinator (at 591 Heathway, RM9 5AZ) who will respond within five working days. Further to this please contact the BACP at 1 Regent Place, Rugby, Warwickshire, CV21 2PJ. Tel : 0870 443 5252.

Web site www.bacp.co.uk