

Contact details

If you are going to be late or need to cancel your appointment please telephone

The Administration Office

0208 984 9887

who will pass the message to your counsellor.

P.C.S.
494 Heathway
Dagenham
RM10 7SH

Info@phoenix-counselling.co.uk

P. C. S.
has centres in Camden,
Chingford, Dagenham, Bethnal
Green, Ilford, Romford,
Walthamstow., Southend

Our aim : -

Is to offer affordable counselling and therapy to a professional standard to all regardless of gender, age, ethnic origin, sexual orientation, disability, religion, ex-offender or refugee status. You are free to ask for a change of counsellor at your assessment.

In confidence : -

All our counselling and therapy work is bound by a professional Code of Confidentiality

www.phoenix-counselling.co.uk

Phoenix Counselling Service



**Contract for
counselling /
therapy**



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 British Association of Counselling and Psychotherapy (BACP)

Accredited service

We abide by the BACP's Ethical Framework for Good Practice in Counselling & Psychotherapy (Full copy available on request)

In accordance with this we like you to inform your GP that you are being counselled but we will not give them any 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 try to offer 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 Christmas and Easter 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 494 Heathway, RM10 7SH) who will respond within five working days. Further to this please contact the British Association for Counselling and Psychotherapy at 1 Regent Place, Rugby, Warwickshire, CV21 2PJ. Tel : 0870 443 5252. Web site www.bacp.co.uk