

Sally Pendreigh Counselling

Working Arrangements

Here is some information which I hope you will find useful. My website (www.sallypendreigh.com) explains more about me and how I work, and tries to answer some of the questions you may have about counselling. This sheet sets out my commitment as a counsellor to you, and the basis of our work together.

Professionalism and ethical practice: I'm a registered and senior accredited member of the British Association for Counselling and Psychotherapy (www.bacp.org.uk). My registration number is 082480. I work in accordance with the BACP's ethical framework which sets standards for good practice.

Confidentiality: What we discuss is confidential. The only exceptions are if I'm concerned about you harming yourself or another; or there's a child protection issue. I'm also legally required to comply with any court instruction to provide information and to report any disclosure of criminal activity, including terrorism. I'll discuss any concerns or requests with you before I take any action if possible.

I also have a privacy policy which I will give you if we work together. It tells you what information I keep and how I keep it safe. Like all counsellors, I have supervision which ensures I do my work as effectively and ethically as possible. Nothing I say in supervision will name or identify you.

Appointments: I'll be on time for sessions and I'd appreciate it if you are too. If you're late, we'll still need to finish at the scheduled time, so I can honour my next appointment. I will only change an appointment due to illness, emergency or something that couldn't have been anticipated. In these circumstances, I'd let you know immediately and offer you another appointment. I'll also let you know in advance of any weeks I won't be working.

Attendance & Cancellation: I appreciate illness and emergencies can arise. But if you know you can't attend a session or you change your mind about wanting counselling, please let me have as much notice as possible. If you don't attend, or cancel with less than 24 hours' notice, I will charge for the session. This is because I still incur the cost of room hire (as I don't work from my own premises); and, because I am busy and often have to turn people away, it is likely that the appointment time could have been used by someone else.

Fees & Payment: If I haven't worked with you before, first appointments cost £30. All other sessions are £45 for face-to-face sessions and £35 for Skype. All sessions last an hour. Face-to-face sessions are payable by cash on the day, and Skype by advance bank transfer.

Feedback and complaints: I welcome feedback at any time about the way I work – what helps and anything I could change or do differently. If you have any concerns about our work together, I hope you'd feel able to discuss them with me in the first instance. If not or we can't resolve your concerns, you can contact BACP at www.bacp.co.uk or on 0870 443 5252.