

Confidentiality

Information shared during sessions will be kept strictly confidential in line with [NCPS code of ethics](#) and UK data protection law. Confidentiality may be breached in specific circumstances: if there is serious risk of harm to you or others; if a child or vulnerable adult is at risk; if required by law or court order; for anonymised clinical supervision purposes; or in relation to terrorism offences.

Record keeping

Records will be stored securely for six years and you have the right to access your records in accordance with GDPR legislation.

If there is a subject access request for couple counselling client notes, I will only be able to release information relating solely to the individual (which may be minimal due to the nature of couples counselling) unless I receive signed consent from both parties, agreeing to the release of the information.

Session timings

We will meet at the same time each week, and sessions last for 50 minutes. Your regular appointment time is reserved for you.

Cancellation

If you need to cancel a session, I will try to find an alternative time for you that week. If that isn't possible, missed sessions incur the full fee - this includes work commitments, illness and other emergencies.

Fees

I review my fee annually in January.

Contact between sessions

You can contact me by phone, email or text for administrative purposes only.

If we meet outside of the therapy room

If we happen to meet outside of our therapy sessions, I will take my lead from you - if you acknowledge me I will do the same. If you don't, I won't. This is to protect your privacy.

Ending

If you are thinking of ending I encourage you to bring this into the work so we can discuss it together. I ask you to commit to at least one pre-planned ending session so that we can fully process our work. If I have to end our work together, I aim to give you 4 weeks' notice.

Ethics and complaints

I abide by the [NCPS code of ethics](#). If you are unhappy with any element of my work, please raise this with me in the first instance, so that we can find a mutual solution. If you are still unhappy, you should contact NCPS, as they are responsible for issues of professional conduct – <https://ncps.com>

Working online

Video

- For video calling, I use Teams, which is encrypted.
- I will send you an invitation by email to our scheduled Teams sessions. The email will contain a link which will take you to our meeting. You do not need to download Teams as you can join as a guest on a browser.
- Please ensure you have a good internet or data connection to ensure call quality.
- If the connection drops out, I suggest we also have phones available as backup and I will call you to continue the session in this case. If the phone connection drops out then we can communicate by text app to troubleshoot or wrap up the session. We would not work with therapeutic material via text, it would just be for administrative or technical communication.
- If we need to abandon the session due to technical issues that can't be resolved, I would charge the full fee if the issue was related to your equipment or connection. If it was a fault with my equipment or connection, there would be no charge.
- Online consultations must not be audio or video recorded, I will maintain records of our sessions as normal.

Phone

- For phone session, I will call you at the session start time. I will be using a mobile phone with headphones.
- If the connection drops out, then we can message using text app to troubleshoot or wrap up the session by text. We would not work with therapeutic material via text, it would just be for administrative or technical communication.
- If we need to abandon the session due to technical issues that can't be resolved, I would charge the full fee if the issue was related to your equipment or connection. If it was a fault with my equipment or connection, there would be no charge.

Privacy

I work in a private, confidential room, where we won't be overheard or disturbed. I encourage you to find a space for yourself that is private and interruption-free so that you can feel safe to talk.