



Counselling Contract between Keeley Crow and ...

Session Times, Frequency and Length

We will meet once a week. We will meet every Wednesday for a 50 minute session online. We will agree to initially meet for six sessions from (date to date, with a review of how sessions are progressing during our 4th session, date ...).

Session Costs

Each session will cost £50 to be paid by bank transfer straight after the session.

Missed Sessions and Lateness

If a session is cancelled by Keeley Crow then an alternate time will be offered in the first instance. If this is not possible then you will not be charged for the session.

If a session is not cancelled by..... (the client) 24 hours before the session is due to start then the full session fees will be charged. If more than one session in succession is missed then we will review if further sessions are required.

If I start a session late then I will try and make up that time as soon as possible. If you attend the session late then only the remaining time of the session will be offered.

Ending Sessions

We will review sessions on a regular basis. After an ending is agreed one or two sessions may take place to ensure a proper ending. However you are within your rights to end sessions whenever you feel appropriate.

Contact in Between Sessions

In between session times I may contact you if I need to inform you of changes to session details.

Further contact, for example, to share details of other organisations will only be made with your prior consent and in an agreed format such as text or email.

Due to my own work life balance I may make contact with you between 8am to 10pm on Wednesdays and Thursdays, unless otherwise agreed.

I will respond to any contact you make with me between 8am to 10pm on Wednesdays and Thursdays, unless otherwise agreed. I will only contact you via phone calls, text or email.



Limits of Confidentiality

If I believe there is a significant risk to yourself or another adult or child then it may be necessary for me to break confidentiality. I will assess any potential risk with you in the first place, and if necessary and appropriate another member of your family, for example your partner. If I feel that you require additional support then I will consult with my own clinical supervisor, and if necessary a professional such as your Health Visitor, GP or a Social Work Team. I will assess each concern on its own merits, and I will keep you informed throughout the process where I can.

Complaints

If at any point you are unhappy with the service provided by Mothership Counselling Services/ Keeley Crow you have the right to express your concern or complain. Initially any concern or complaint should be taken to me for discussion. If after this conversation you feel unsatisfied you may take your concern or complaint to BACP and use their 'Ask Kathleen' service <https://www.bacp.co.uk/about-therapy/ask-kathleen/>

I confirm that I have read and agree to the terms of this contract.

..... Keeley Crow (Counsellor)

..... Date

..... Client

..... Date