



Information for Counselling Clients

What is Counselling?

Counselling is not about getting advice. It's a process of gaining a better understanding of yourself that will enable you to make choices and feel more freedom. Our role is to provide you with a safe and supportive space to talk about your difficulties and hopes. We are trained to listen carefully without judgement. Whether you are dealing with present life changes or struggling with past memories, we support you to find your own answers, to discover what you want and how you both move forward and hold yourself back.

How long is a session?

Sessions last for 50 minutes. Your counsellor will discuss with you how many times and how often you will meet, generally meeting once a week. If you arrive late, your session will still end on time.

Payment for sessions?

If attending through your employee counselling service, your employer will cover the cost.

For self-financing individuals details of our current fees can be found on our website. Payment can be made with cash, cheque, credit or debit card. Our fees increase annually in October.

What happens if I can't make my appointment?

If you are unable to keep an appointment, we ask that you contact your counsellor in the first instance. If this is less than 24 hours before your appointment you or your employer (if attending through a staff counselling scheme) will be charged for the session. In most cases, if your employer is funding your counselling, 2 unattended sessions with less than 24 hours notice, will result in an end to your counselling.

What records are kept about me?

It is essential for counsellors to be able to keep records on clients and their sessions. We keep all records in accordance with current General Data Protection Regulations.

Counselling notes may record background information and key issues discussed in the sessions. These notes are kept separate from your name and contact details. All records kept are deleted after 7 years.

Who knows that I will be in counselling?

Strict confidentiality is always maintained and is an essential part of the counselling process. Rowan counsellors will not pass on personal information to anyone outside Rowan unless:

- You give express consent to disclose information
- Your counsellor believes that you or a third party is in serious danger
- Your counsellor would be liable to civil or criminal court procedure if the information was not disclosed

In all cases you will be encouraged to pass on the information to the relevant person or agency yourself.

In line with professional requirements, counsellors may discuss sessions with a supervisor external to Rowan. In this process your anonymity is maintained.

Compliments, comments, complaints?

We welcome feedback about the service Rowan provides. If you have any compliments, comments or concerns about your counselling, please discuss this with your counsellor first. If an issue remains our full complaints procedure is available from our website on the "contact us" page.

We will email you a link to complete a feedback form at the end of your counselling. We would appreciate if you could spare the time to complete this.

About Rowan

Rowan is one of Scotland's most successful personal and organisational development specialists. We are a team of professional counsellors, trainers, and facilitators with experience in a variety of fields including education, management and caring professions.

As well as counselling and psychotherapy, Rowan provides

- Inhouse training
- Employee counselling schemes
- Coaching
- Supervision
- Workplace mediation
- Facilitation for team days

Rowan is on the COSCA register of recognised counselling organisations. COSCA is the professional body for counselling and psychotherapy in Scotland. Rowan also abides by the ethical framework of the British Association for Counselling and Psychotherapy.

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Recognised
COSCA
Counselling
Organisation