



Client Policies & Procedures

Nature of Services

All practitioners are fully qualified and registered. As registered practitioners we are bound by the Code of Ethics and Practice of our professional membership bodies. Our psychotherapists are registered by Centre of Sexual and Relationship Therapy (COSRT), British Association of Behavioural and Cognitive Psychotherapy (BABCP), British Association of Counselling and Psychotherapy (BACP), British Psychological Society (BPS) and the Health and Care Professionals Council (HCPC). A copy of the code of practices are available on request, or may be viewed online. Prior to commencing treatment your practitioner will discuss their proposed treatment approach with you and ensure you understand the rationale for the approach, including any identified risks. As a service we endeavour to offer training opportunities to students studying at Derby University and Chesterfield College during their level 4-8 qualifications. We may offer you psychotherapy with a student therapist although you have the right to choose to see a qualified practitioner if this is your preference.

Confidentiality and Privacy

Your treatment with us is confidential and private. This means we will not disclose the information you provide to us to Third Parties unless you consent for us to do so. Confidentiality will be maintained within the code of ethics and legal requirements. Confidentiality does not apply where it would mean that we, as your practitioners, might break the law or where withholding information means we would breach the code of ethics. Confidentiality may be breached if we consider there to be a risk that you may

harm yourself or others. In such exceptional circumstances, where there is concern for your wellbeing or that of others, it may be necessary to seek help outside of the therapeutic relationship. In such an event where we are considering breaching confidentiality you will usually be consulted first.

In the case of disclosure concerning acts of terrorism, vulnerable adults/ child protection issues or drug trafficking, confidentiality will also be breached and such disclosures will be passed on to the relevant authority without delay. Due consideration should be exercised before disclosing anything of a previously unreported criminal nature, as we are obligated to contact relevant authorities.

As part of our code(s) of practice all therapists are required to carry out continuing professional development, and to engage in regular supervision. This is to ensure an ethical and professional service to clients. We therefore may discuss your case in supervision although would not use any identifying details.

If we wish to record a session we would ask you prior to this. If you wish to record the session yourself you may do so.

Health Record Management

Notes may be taken during and after each session, which will be kept in accordance with the Data Protection Act (1998). These notes will be securely stored within our clinical data system. We will discuss the disposal, retention or otherwise of any such notes at the end of our engagements. They are disclosed to no-one other than the clinical supervisor, unless required under the court of law. You have the right to inspect your records should you wish to do so, and this request will be fulfilled during a therapy session. We will only create and keep health records for you which will record all up-to-date and relevant information relating to your individual needs and the treatment provided to you. We may also collect and store health information about you from Third Parties such as your doctor or general practitioner. Health records are legally required to be stored for a number of years following the conclusion of your treatment with us.

Missed / Late Cancelled Appointments

Providing at least 48 hours notice to cancel an appointment helps us to keep your session costs down, maximises our availability to clients and minimises lost clinical

time. Appointments missed or rescheduled without 48 hours notice will incur the full fee which you must pay prior to your next scheduled appointment. It is important to note that Third Party funders do not pay late cancellation or missed appointment fees. These are your responsibility even if your treatment is normally funded by a Third Party.

The normal duration of each therapy session is 50 minutes, although we reserve the right to amend that time for therapeutic reasons. Some treatments may require longer (a 90 minute or 2 hour appointment) you will be informed of this prior to your appointment. If for any reason you are late for a session, you will be seen for the duration of the remainder of the appointment although we will not be able to work with you beyond the allotted time. Please note you will need to pay the full amount in these circumstances, however your insurance rebate (if any) may be reduced.

If you provide us with a contact number or email address a reminder message will be sent before your appointment. This is a courtesy reminder only but may ask you to confirm attendance. If for any reason you did not receive a reminder message and missed your appointment you will still need to pay the late missed appointment fee. If ever in doubt please feel free to telephone to confirm an appointment.

You will be notified of any holidays to be taken by your practitioner in advance. However, there may also be occasions when a session may be cancelled due to illness. We will try to give you as much notice as possible of any cancellation and will offer an alternative time. Therefore, please notify us of any change in contact details.

Covid-19

We have always prioritised the safety of our clients and our staff, and whilst we are seeing spikes in the reporting of Covid-19, this is no different. That's why we are practicing and enforcing best practices for keeping our clients and our team safe.

We do ask, that if you notice any symptoms of Covid-19 that you take a test prior to accessing the clinic. We aim to protect our team where possible and if they become ill they will be unable to offer their important services to their clients.

Testing is also an expectation of our team. Upon detection of a positive Covid-19 test, if our team member is feeling well to do so, they will offer you your appointment via TeleHealth. This way, we are able to keep you safe and also ensure that the rest of our team do not contract Covid-19 here at the clinic. If you find yourself with Covid-19, we ask that you let us know as soon as possible. If you are able to continue with your

appointment we will send you a secure link for a TeleHealth appointment with your practitioner. If you are too unwell to go ahead with your appointment we will reschedule for a later date. Please note, we will still require more than 48 hours notice of a cancelled appointment. This allows us to offer the appointment time to another client awaiting a therapy session. Failure to offer more than 48 hours notice will result in the session still being changed for.

We encourage you to stay safe and ensure that you are looking after your physical health in addition to your mental health. This includes resting, eating nutritious foods and staying hydrated.

Complaints Procedure

We are committed to providing high-quality therapy services. If something goes wrong, we want to hear about it so we can put things right and improve.

How to Make a Complaint

Clients can raise concerns by:

- Emailing us at: Admin@TheTLC.uk
- Calling: 01246 954005
- Writing to: TLC, First Floor, Ashgate Manor, Ashgate Road, S40 4AA

Please include:

- Your name and contact details
- Details of the complaint (what happened, when, and who was involved)
- Any supporting documents or evidence

Acknowledgement

We will acknowledge your complaint within **5 working days**, confirming we've received it and outlining the next steps.

Investigation

- The complaint will be reviewed by a designated team member.
- We aim to complete the investigation within **14 working days**.
- You may be contacted for further information or clarification.

Outcome

Once the investigation is complete:

- You'll receive a written response explaining our findings and any actions taken.
- If appropriate, we'll offer an apology and/or propose a resolution.

Escalation

If you're not satisfied with our response, you can escalate the complaint to:

- The **professional body**: I.e. BABCP, BACP, EMDR association, HCPC
- Or another relevant professional body or ombudsman

Confidentiality

All complaints are handled confidentially and in accordance with GDPR. We will only share information where necessary to resolve the issue.

Review

We regularly review complaints to improve our services and ensure best practice.