

Practitioner: Tracey Langrill BA (Hons) PGDip(Psych) AdvDip (Couns) MA MSc GMBPSS MBACP
Contact Details: 07762 008799 / tjlangrillcounselling@gmail.com

Please read the information below carefully as it forms an agreement for how we will work together. At our first session I will set time aside for us to discuss it and answer any queries that you may have.

1. Qualifications

As a Registered Member of the British Association for Counselling and Psychotherapy (BACP), I work within the BACP Ethical Framework for the Counselling Professions, which means I am committed to working safely, ethically and professionally. The BACP Ethical Framework is available at www.bacp.co.uk.

My dog, Merlin, works alongside me and has been assessed as temperamentally suitable for therapy work. He is covered by my professional insurance.

2. Sessions and Fees

Counselling sessions last 50 minutes and will usually take place at the same time each week. If you arrive late, the session will still end at the agreed time.

My fee is £65 per session, payable either by contactless card or phone payment at the start of the session, or by bank transfer before the session. Bank details are available on request. I reserve the right to suspend or terminate counselling services with immediate effect in the event of non-payment.

My fees are reviewed annually in March. I will provide at least two calendar months' notice of any increase.

3. Reduced Fees

I can offer reduced fees to clients who are on low income, on a discretionary basis. This arrangement must be agreed before the first session, and evidence of eligibility may be requested.

The reduced-fee service is available for a maximum of 12 weekly sessions. Payment arrangements are as set out in Section 2.

4. Cancellations

Notice of cancellation must be received at least 48 hours before the scheduled session time.

Sessions cancelled with less than 48 hours' notice will be charged at 50% of the session fee. Sessions cancelled with less than 24 hours' notice will be charged at the full session fee.

If I need to cancel a session, I will provide as much notice as possible and normally no less than 48 hours, except in unforeseen circumstances.

5. Duration and Termination of Service

The likely duration of our work can be discussed during the initial session. We can review progress approximately every six sessions.

If you decide to end counselling, I request at least two weeks' notice where possible.

I reserve the right to terminate counselling services if I believe your needs fall outside my competence, if counselling is no longer clinically appropriate or for any other professional or ethical reason.

6. Holidays

Please give at least two weeks' notice of any planned absence where possible. I will provide at least two weeks' notice of any planned holiday or leave.

7. Frequent Non-Attendance

Repeated missed sessions or persistent non-attendance may result in counselling being reviewed or terminated. If I have not heard from you within two weeks of a missed session, I will assume that you no longer wish to continue counselling and your session slot may be offered to another client.

8. Attending Under the Influence

I cannot provide effective counselling where a client attends under the influence of alcohol, illicit substances, or any medication or substance that significantly impairs their ability to engage safely and effectively in counselling. Where appropriate, we may agree a period of abstinence before sessions.

9. Supervision

As a member of the BACP, I undertake regular supervision to ensure that my work remains safe, ethical and effective. Aspects of our work may be discussed in supervision, but your name and identifying details will not be disclosed. My supervisor is bound by the same confidentiality obligations as I am.

10. Confidentiality

As a member of the BACP, I am bound by its Ethical Framework to protect client confidentiality. Everything discussed in counselling will remain confidential except in the circumstances set out below.

a. Record Keeping and Confidentiality

I am required to keep accurate and appropriate records of our work together. Session notes are stored securely on password-protected systems accessible only by me.

I am registered with the Information Commissioner's Office (Registration Number ZB876417). Any personal information I hold is processed in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).

Further information is available in my Privacy Policy.

b. Exceptions to Confidentiality

i) Confidentiality may be breached where I believe there is a serious risk of harm to yourself or others. Wherever possible, I will discuss this with you first.

ii) Confidentiality may also be breached where I believe disclosure is necessary to assist in the prevention or detection of a serious crime, including safeguarding concerns involving children or vulnerable adults, significant financial crime, or acts of terrorism.

11. Use of Artificial Intelligence (AI) and Digital Support Tools

Some clients choose to use AI-based applications or chat tools for emotional support. AI-based applications and chat tools are separate from, and do not form part of, the counselling service I provide. AI-based applications are not regulated counselling professionals, do not hold a duty of care and cannot reliably assess risk or respond appropriately in a crisis. Any information shared with AI systems falls outside my confidentiality arrangements and control.

If you use AI tools for personal support, you are always welcome to discuss this in our work together.

12. Contact Between Sessions

I normally work Monday to Thursday between 9am and 6pm and can only see clients by prior arrangement. If you need to contact me between sessions, you may do so by email or text during normal working hours. I will respond as soon as reasonably possible, but I cannot guarantee an immediate response.

If you require urgent support, please contact NHS 111, your GP, the emergency services, or the Samaritans on 116 123.

13. Letters and Reports

I can prepare letters or reports where appropriate, subject to your written consent. Charges will apply and are based on the time required to prepare the document. Current rates are available on request.

14. Complaints

If you are unhappy with any aspect of our work together, I encourage you to discuss this with me in the first instance. If you feel unable to do so, or if the matter is serious, you may contact the BACP's Get Help with Counselling Concerns service, which provides confidential guidance for clients who have concerns about their therapy or therapist.

Telephone: 01455 883300, 07811 762114 or 07811 762256

Email: gethelp@bacp.co.uk

Post: BACP, 15 St John's Business Park, Lutterworth LE17 4HB

If your complaint relates to the handling of personal data, please refer to my Privacy Policy.

If there is anything in this agreement that you do not understand, or if you would prefer it in a different format, please let me know.

DECLARATION

- I confirm that I have read, understood and agree to the terms of this agreement.
- I consent to Merlin, an assessed therapy dog, being present during counselling sessions.

Client Name: Signature:..... Date:

Counsellor Name: Tracey Langrill Signature: Date:

Signed copies retained securely by Tracey Langrill. Client copy available on request