

## **Alexandra Michael Psychotherapy Agreement**

This agreement is intended to outline the commitment that both parties make when working together in a therapeutic relationship. By attending therapy with me you are considered to have accepted this agreement and all that is outlined below.

### **Confidentiality and Limits to Confidentiality**

I will protect your identity by not disclosing any information which could identify you to anyone else. What is discussed in our therapy sessions will also remain confidential. There are some limits to this however as follows:

- In order to maintain best practice and to meet the requirements of my professional body I will discuss my client work with my supervisor. I will limit any personal information that I give to my supervisor about you to a minimum in order to protect your anonymity. My supervisor has agreed to follow the same rules on confidentiality as I have as required by her own professional body
- If I have reason to believe that you might harm yourself or others, I may breach confidentiality in order to prevent this. This would only happen in extreme circumstances and I would always tell you that I intent to do this before going ahead
- If ordered to by a court of law I would be required to hand over any notes I have made about you. In order to protect your anonymity and the confidentiality of our sessions I will keep notes to a minimum and will ensure that they are anonymised and stored according to the requirements of data protection legislation

### **Attendance and Absences**

Therapy will occur weekly at the same time and day each week unless agreed in advance by both parties. A therapy session lasts for 50 minutes and it will start and end on time. If for any reason you arrive late, the session will still end at its normal end time.

If you are unable to attend a session you will be expected to give 2 days' notice. If you are unable to give 2 days' notice, or if you do not give notice at all, you will be charged the full session fee.

I will give you notice of any holidays that I intend to take in advance and I will do my best to inform you in advance of any other sessions that I need to cancel. You will not be charged for any session that I cannot attend.

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## Emergency Support

I am not able to provide emergency support. The contact details you have been given can be used to rearrange appointments but I cannot guarantee how quickly I can respond to calls or messages.

If you think you may require crisis support we can discuss in advance the agencies you may want to contact in such instances.

## Fees

Fees are published on my website and are payable in advance of each session by bank transfer or in cash at the start of the session. If for any reason you do not pay your fee on time you will be expected to pay it prior to the next session and if you do not do so I may not be able to see you.

Any changes to fees will be communicated to you in advance with a reasonable amount of notice.

## Complaints

We will regularly review our work together and you will be encouraged to raise any issues that you have with the way we are working or with anything that I say or do. If you feel unable to do so and you would like to contact one of my professional bodies the details are as follows:

British Association for Counselling and Psychotherapy

Email: [bacp@bacp.co.uk](mailto:bacp@bacp.co.uk)

Telephone: 01455 883300

Website: <https://www.bacp.co.uk/about-therapy/ask-kathleen>

UK Council for Psychotherapy

Email: [complaints@ukcp.org.uk](mailto:complaints@ukcp.org.uk)

Telephone: 020 7014 9978 or 020 7014 9496

Website: <https://www.psychotherapy.org.uk/ukcp-members/complaints/make-a-complaint/>