



Providing counselling for the community  
Quaker Meeting House, Church Street, Alton GU34 2DA  
Telephone 01420 89207 Email [admin@altoncounselling.org.uk](mailto:admin@altoncounselling.org.uk)  
[www.altoncounselling.org.uk](http://www.altoncounselling.org.uk)

## ALTON COUNSELLING SERVICE COUNSELLING AGREEMENT FOR 16-18 YEAR OLDS

### WHAT HAPPENS IN COUNSELLING?

- Counsellors are here to support you with whatever you are going through.
- You can say whatever you want to someone who will listen without judgment.
- You have a safe place to be heard and respected.

### FREQUENTLY ASKED QUESTIONS:

- How often do I come for counselling?

Your first session lasts 50 minutes and will help you decide if counselling is right for you. If you want to continue we will find you a counsellor to see every week, as soon as we can. A weekly 50 minute counselling sessions then happen with the same counsellor, on the same day and at the same time every week.

### What is confidentiality?

- Anything you tell your counsellor stays strictly within Alton Counselling Service.

### The only exceptions are:

- Information about somebody who is, or who is at risk of, being abused.
- Offences which are against the law or part of a court case.

In both cases we want to work with you and agree the best course of action before information is given to anyone else.

### We ask you....

- If you get upset during counselling, please come back and talk about it with your counsellor at your next session.
- To attend every session on time. Once you start regular counselling sessions you are expected to attend every week, apart from holidays you have agreed with your counsellor. Your counsellor will not be able to extend sessions if you arrive late.

## How much will it cost?

- It costs £40 for ACS to deliver counselling sessions. We have a fund that helps with the cost, especially for young people who are paying for their own sessions.
- The cost of weekly 50 minute sessions ranges from £40 down to £15, according to what you can afford.

## Who pays?

- You can pay for counselling sessions yourself or your parents or carers can pay for your sessions on your behalf. Your counsellor will talk to you about this during your first session.

## What if I can't make a session?

- If you can't make a session, please call 01420 89207 as soon as you can, so your counsellor can be notified.
- All sessions must be paid for, unless you have agreed a break with your counsellor.

## What can I do if I am unhappy with my counselling?

- Try and talk it through with your counsellor first. They want you to be honest, so please don't feel embarrassed. If you prefer to talk to somebody else you can talk to our Head of Counselling, Dorothy Harte - 01420 89207, Head of Counselling or email [admin@altoncounselling.org.uk](mailto:admin@altoncounselling.org.uk)

Alton Counselling Service has a Complaints Procedure which you are able to read.

ACS is a member of the British Association for Counselling and Psychotherapy (BACP) and bound by their Ethical Framework for Good Practice in Counselling & Psychotherapy. A copy is available through the ACS office or by contacting BACP directly via 01455 883300, [bacp@bacp.co.uk](mailto:bacp@bacp.co.uk) or BACP House, 15, St. John's Business Park, Lutterworth, LE17 4HB.