

Important information

To be read before your first meeting with a counsellor For Young People over 13



Confidentiality

Counselling with a Relate Counsellor is a private and confidential form of help.

It is an opportunity to talk through any concerns and worries you may have.

We know that it is hard to be completely honest with your counsellor if you are worried that what you say may be told to the adults in your life. So it is important that you understand that what you talk about is confidential between you and your counsellor.

The one exception to this is if we are concerned about your safety or the safety of someone else. If we are concerned we will aim to talk through with you our concerns and what the next steps are to ensure everyone's safety.

If you come to counselling with a partner or your family, the counsellor may suggest seeing each of you individually. It is important for you to know that what is said in those individual sessions will be confidential and not shared with your partner or family.

If you attend a course or group work programme, confidentiality will be discussed at the first session.

Data protection

The information about confidentiality (above) does not affect your rights under the General Data Protection Regulation May 2018 to access personal data that Relate holds on you. Relate keeps confidential records and statistics about all the people who come for counselling. All records are kept securely and are only seen by people who work for Relate, whose job means they need to see them.

Relate knows that sometimes clients may wish to exercise their rights under the General Data Protection Regulation May 2018 and make a subject access request to see the data held by Relate. If at any time you wish to exercise your right under the Act you should speak to your counsellor they will explain how this can be done, by making a request in writing to the Service Manager and providing evidence of your identity such as a copy of your passport and proof of your address. When the Service Manager receives your written request and evidence of identity they will respond to your request within one calendar month. Relate's response to a valid subject access request will describe the personal data we hold on you.

By signing the consent form you acknowledge that you understand and agree with Relate's subject access policy.

Privacy

Mobile phones

Please switch off your mobile phone during your sessions as it can create an unhelpful distraction and interruption.

Unauthorised electronic recording

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In order for you to work safely and effectively with your counsellor, it is important that the sessions are private and confidential. Please, therefore, do not attempt to record your sessions using any device or app. If we find that recordings have been made, the counselling will have to end immediately and Relate reserves the right to seek legal advice regarding possible further action.

Authorised electronic recording

Occasionally a counsellor, for example one who is undertaking a training course, will need to record a counselling session. If the counsellor wants to record a session you will be asked if you are happy for this to be done, and it cannot happen without you agreeing. The consent will tell you all the ways in which the recording will be used (for example training, supervision or research) and will tell you how and when the recording will be destroyed.

Codes of ethics and practice

All Relate counsellors and supervisors are required to comply with the code of ethics and practice that is appropriate to the work they offer.

In addition, all Relate counsellors must comply with Relate's practice policies and guidance to make sure that they offer counselling to the standard Relate expect.

All our counsellors are supported by their supervisors and receive continuing training to make sure they are up to date with issues.

Feedback and complaints

We really welcome feedback from everyone who receives counselling, we will take it seriously so we can improve things. Relate has a compliments, concerns and complaints policy which your counsellor, or another member of staff can give you details about.