

COUNSELLING AT KINGDOM ABUSE SURVIVORS PROJECT

Confidentiality

Counselling at KASP is a confidential service. We will not pass on any information about you to anyone outwith the project without your permission. The only time we have to break confidentiality is if we are given information about a child under 16 years, who is at risk or being abused. In this case, we are bound by Fife Council's Child Protection Policy, and must inform the Child Protection Unit.

Records

We keep minimal records and do not record names or details of your personal history. If you are unable to offer your full name and address, that is okay - we would normally only be contacting you regarding your appointment times. KASP operates an Open Access Policy; therefore, you may request to see any records we hold on your file, by arranging to meet with the Project Manager.

Cancellations

We are a very busy project, with new referrals from survivors every day or so. If you cannot attend an appointment, please let us know as soon as you can. If you do miss a session, we will try to contact you to make another time. If you miss a second session and we have not heard from you, we will assume you do not wish to continue with your counselling just now.

Standards & Ethics

All the counsellors who work at KASP abide by the British Association for Counselling and Psychotherapy's Code of Ethics and Practice. They are supervised by KASP as well as an external practice supervisor, to ensure that you receive a safe and quality service. If you would like a copy of the BACP Code, please ask your counsellor.

Complaints

If you do have a complaint about the service you receive from us, please let us know so that we can try and put things right, just ask to speak with the Project Manager. You can also find out how to complain, by taking a green Complaints Procedure form from the rack in the hall.

If at any time you have questions about your counselling, or other services provided by KASP, please feel free to speak with your counsellor or any member of staff.