



Welcome to the Simeon Centre

The Simeon Centre is a registered charity and member of 1point. We have provided confidential counselling for local people since 1999. Our counsellors volunteer their time freely and are not paid for the work they do.

We aim to provide professional one-to-one counselling in a safe, peaceful and calm environment. People are free to talk about their concerns without the fear of being judged.

What you can expect from us

The vast majority of our therapists are fully qualified to work at a professional level and others are working towards this qualification with a recognised training provider. All of our counsellors work to the 'Ethical Framework' published by the British Association for Counselling & Psychotherapy (BACP). Counsellors also attend regular supervision with independent practitioners to ensure they are working safely, ethically and with your best interest in mind.

We aim to deliver the highest possible service and care to you. However, if at anytime you feel we have fallen short of your expectations please speak to the Manager/Co-ordinator directly.

Appointment times and cancellations

If you wish to cancel any appointments please telephone 01204 387363 as soon as possible. **If you miss an appointment, without giving us reasonable notice, your remaining sessions will be cancelled and given to someone else who is waiting.**

Your donations

Even though our therapists volunteer their time, it costs us around £30 to provide each session. There is no fixed charge for the help you are receiving but we rely on your weekly donations, however small, to help us maintain this service for local people.

Your first donation envelope is enclosed with this information pack. Additional envelopes are available in the therapy room.

You can also make donations of £3, £5 or £10 from your mobile phone*. Text **TALK22** and the amount to **70070** (e.g. TALK22 £5).

Donations can also be made online at www.simeoncentre.org.uk

If you pay tax in the UK we will claim **Gift Aid** (with your permission) on all your donations to us.

*Texts are charged at your mobile phone operator's standard rate. We will receive 100% of your donation. You must be over 16 and ask the bill payer's permission. For full terms and conditions and more information, please visit www.justgiving.com/info/terms-of-service.