



Welcome to the Simeon Centre

The Simeon Centre is a registered charity and founding member of 1point. We have provided confidential counselling for local people since 1999. All our counsellors give 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 accepting environment. People are free to talk about their concerns without the fear of being judged.

What you can expect from us

Most of our counsellors are fully qualified to work at a professional level. The rest are working towards a professional qualification with a recognised training provider. All our counsellors work to the 'Ethical Framework for the Counselling Professions' 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 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 contact us as soon as possible. For more details, refer to the back of the envelope we gave you at your first appointment.

If you miss an appointment and do not contact us within 24 hours with a reasonable explanation, we will close your case and offer your appointment to someone else who is waiting.

Help us to maintain this service

Even though our counsellors give their professional time freely, it costs us around £26 to schedule each weekly appointment. There is no fixed charge for the help you are receiving but we welcome weekly donations, however small, to help us maintain and improve this service for local people. If you have paid any tax in the UK this year, we will claim **Gift Aid** (with your permission) on all your donations to us.

You can also make donations of £3, £5 or £10 from your mobile phone*.

Text **TALK22** and the amount (e.g. TALK22 £5) to **70070**. Secure debit/credit card donations are accepted through our partners MyDonate at www.simeoncentre.org.uk

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

Your privacy is important to us

We want to reassure you that we are committed to protecting and respecting your privacy, and that your personal information is stored and processed in a fair, lawful and transparent way. As our client, we may attempt to contact you by **phone, email, post or text message**. You can confirm or update your preferred methods of communication at any time by contacting us (details at the bottom of the page) or just speak to your counsellor.

Our full privacy policy is available on our website (downloads page). If you don't have access to the Internet, you can ask your counsellor for a printed copy.