

## Why Does Confide Need Feedback?

We need to know if we are making a difference. We ask all our clients for feedback after their counselling sessions have been completed. The responses are confidential and cannot be traced back to you as an individual unless you want us to and make this possible by putting your client number or name on the form.

## What happens to the information?

All the information is analysed, we look to see if there is anything we do well or anything that we could make better. We also do some statistical analysis to make sure that we are reaching all sections of the community.

## How do I let you know I am satisfied with your service?

Please tell us, we can anonymise client testimonials to encourage other to seek our help and to secure funding. You could also make a donation or get involved in our fundraising activities.

## What If Something Isn't Going Well?

If you feel that something isn't going well for you, or that you feel the service you are or have received isn't up to the standard that you expected we would like you to tell us. You could raise the matter with your counsellor during a session. If you don't wish to do this or it isn't appropriate then please telephone our office and explain to us what is wrong. Usually we can put things right straightaway.

If it is something complex or sensitive we might need to investigate. Normally we would ask you to put your complaint in writing. If you cannot do this we will find someone to support you. Once we have your complaint in writing our Head of Counselling will investigate. We might need to speak to you to get further information. The complaint will be discussed with your counsellor and with their supervisor. We will keep you informed as to progress and the outcome of the procedure and any changes we might make for the future. We might also offer you the opportunity to meet with us to discuss our response.

If the matter is serious we might appoint an Independent Panel to look into the complaint. This would consist of experienced and qualified professionals who are external to our organisation. The Independent Panel would make a report to the Confide Trustees. In very serious circumstances the matter would be referred to the BACP.

## About our Counsellors

Confide counsellors have each completed a minimum of two years training to Diploma level. Professionally supervised and covered by public liability and professional indemnity insurance, our counsellors undergo pre-employment assessments to ensure that they meet our high standards. We use the Disclosure and Barring Service to ensure that potential staff are suitable for this work.

Our counsellors don't judge you as they have the experience to understand that there is usually a reason for issues and that feeling distressed is part of being human.

Anything you say in counselling will be kept confidential. The only exceptions would be if the counsellor was required by law to disclose.

## About Confide

Confide is a registered charity operating in Shrewsbury and Telford that has been providing counselling services for local people for over 26 years. We see individuals aged 16+ with mild to moderate mental health issues.

As well as offering self-funding and employee counselling services, we also deliver NHS commissioned primary care counselling. We are proud of our reputation as an innovative, high quality provider to the NHS.

Confide has Service Accreditation with the British Association for Counselling & Psychotherapy and is the only counselling organisation in Shropshire to have this quality mark. Accreditation provides robust evidence of service performance, safety and professionalism, and also demonstrates our dedication to competence and continual improvement.

## Outcomes

We routinely monitor clinical outcomes, our results place us in the top quarter of primary care psychological therapy services nationally.



## Comments & Complaints

*We very much welcome feedback on our services – it helps us improve what we do*

**If you would like more information please contact us at:**

**Tel: 01743 351319**

**Email: [admin@confide.org.uk](mailto:admin@confide.org.uk)**

**[www.confide.org.uk](http://www.confide.org.uk)**

Office open: 10.30am – 5pm Mon-Fri

Counselling service:

9.30 am – 8.00pm Mon-Thu

9.30 am – 5.00pm Fri

Registered Charity No. 1156743 06/2015

*Professional, Affordable, Confidential*

## Comments and Complaints Procedure

*Shrewsbury & Telford*

