

COUNSELLING AND MENTAL HEALTH SERVICE: TERMS AND CONDITIONS

All students who wish to receive support from the Counselling and Mental Health Service are asked to confirm they have read and consent to the Terms and Conditions below.

The Service offers confidential short-term individual counselling (up to 6 sessions per academic year), group counselling and coordinated mental health support by professional counsellors and mental health practitioners experienced in working with students from many different backgrounds. The type of support and number of sessions offered will be based on the professional assessment of the practitioner.

Students come to the Counselling and Mental Health Service seeking help for a variety of reasons, including study difficulties, family and relationship problems, sexual identity issues, self-harm and suicidal thoughts, mental health difficulties and substance misuse.

The Service is open throughout the year, apart from scheduled University and Service closures and is available to all current students fully enrolled at the University. Alumni who have graduated within the last six months may also benefit from the service through a one-off consultation.

Please read our privacy statement:

[Counselling and mental health - privacy statement | University of Westminster, London](#)

Reception opening hours

The reception is based at the Cavendish Campus and is open Monday - Friday, between 9.30am – 4.30pm.

Contact

Our main communication with students is through their university email account. Students registered with the service will also receive updates and messages via their E2S portal. In some cases, we may also contact students by phone where appropriate.

We also expect students to engage proactively with the Service, as we have experienced instances of non-engagement despite multiple attempts to contact students through different communication channels.

Appointments

The initial appointment(s) are designed to assess your needs, act as a triage stage, and help identify how the Counselling and Mental Health Service may best support you. If agreed counselling is appropriate, an assessment counselling session takes place before ongoing counselling sessions are offered, allowing the counsellor to explore your situation in more depth and discuss appropriate next steps and support options.

As the Service is in great demand, it is important that you attend your appointments.

Due to a high number of unattended appointments, you need to be aware of our appointments policy:

“We will try and offer an appointment that best fits a student’s stated availability, but due to high demand, that may not always be possible. If students cannot attend their appointment, they will be offered one further appointment. If they do not attend or cancel two appointments, they will not be offered a further appointment and will need to complete a new counselling service registration form if they require further help”.

Appointment Cancellations

If you are unable to attend an appointment, please let us know, giving at least 48 hours’ notice by email: counselling@westminster.ac.uk or telephone: 020 7911 5000 ext. 66899. If you miss or cancel an appointment at short notice, this may still be regarded as one of your sessions, and you may have to wait longer for another appointment.

However, if the Service cancels, this will not affect the number of sessions offered, and the appointment will be rescheduled.

Evaluation and Feedback

Before your final appointment you will be asked to complete a questionnaire which will be reviewed with you and used to guide a reflective ending and discuss next steps.

After your final appointment, we will normally send you an Evaluation Form which invites you to comment on your experience. We greatly value this feedback as it helps us improve our Service and allows us to monitor the effectiveness of our work.

With students’ consent, positive experiences may be publicised to help raise awareness of the support available and encourage other students who may be experiencing difficulties to engage with the Service.

Complaints

If you are dissatisfied with any aspect of the Service, we encourage you to discuss this in the first instance with the practitioner you have worked with. You can also contact the Counselling and Mental Health Service Manager via counselling@westminster.ac.uk or on 020 7911 5000 ext. 66899.

Hopefully the complaint can be resolved satisfactorily at this level. However, if you are still dissatisfied, you have the option of pursuing this further via the University Complaints procedure.

Counselling Service Manager
September 2026

