

## **COUNSELLING SERVICE: TERMS AND CONDITIONS**

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

The Counselling Service offers confidential short-term individual counselling (up to 6 sessions), group counselling and mental health advice by a team of professional counsellors and a mental health advisor 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 clinician.

Students come to the Counselling 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.

Please read our privacy statement:

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

### **Reception opening hours**

The reception is based at the Marylebone Campus and is open Mondays – Fridays, between 9.30am–4.30pm.

### **Contact**

Our main contact with you will be your University email account. Students can re-direct emails to other addresses from there if they wish.

### **Appointments**

The initial appointment(s) is to assess your needs and to see how the Counselling Service can be of help to you. 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 assessment appointment, they will be offered one further appointment. If they do not attend or cancel 2**

**assessment 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](mailto: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**

In order to help monitor the effectiveness of our work, we may ask you to complete a questionnaire at the beginning and at the end of any support you are offered.

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.

## **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 Service Manager via [counselling@westminster.ac.uk](mailto:counselling@westminster.ac.uk) 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**

**March 2022**