



## **Mustard Therapy & Coaching 'Practice Information'**

This document outlines important information about my accountability to you as a client. It is designed to ensure our high standards are maintained.

### **Client Co-operation:**

Your commitment to participate fully in the process throughout the course of treatment is fundamental for reaching a positive outcome. It is essential therefore that you discuss any doubts you may have about the therapeutic process at any time. Although, as the therapist, I am there to facilitate the process of change, it is your effort that causes actual change. On occasion you may be given short written or mental tasks to perform. These are designed to be an integral part of your treatment, so your participation is essential.

### **Cancellation Policy:**

If you need to cancel an appointment, there will be no charge if at least 24 hours notice is given; except for Monday appointments when cancellations must be received before 1pm on the preceding Saturday. However the full session fee will be payable if the cancellation is within 24 hours of the allocated time (or after 1pm on Saturday for following Monday appointments).

### **Late Policy:**

If less than 10 minutes late, the remainder of the session will be able to proceed. However if more than 10 minutes late the session may have to be rearranged with a cancellation fee payable.

### **Confidentiality and Disclosure Policy:**

I am legally required to comply with the Data Protection Act which sets out how confidential information must be handled. All information received regarding clients will be treated in the strictest confidence. This includes information gained directly from you in sessions, or from any third party and referral reports. I do make brief notes about our sessions which are securely locked away. You, as my client, can request to see these at any time.

We will not retain your personal information longer than necessary. Our insurance requires this is kept for 7 years beyond treatment. We will not use your information for marketing. *To read our full **privacy policy** you can find the link to the PDF on our 'About Us' page on [www.mustardtherapy.co.uk](http://www.mustardtherapy.co.uk).*

**Confidentiality and Disclosure Policy(contd.):**

During the course of your treatment, it may be helpful to gain additional information from other professionals involved in your care. This will only be sought following a full explanation of the reasons and after gaining your written consent. Legally, I can only give or receive information if I have this proof of consent. If, for whatever reason, you do not give consent, we will need to discuss the continuation of your treatment. Please Note: Merely having your GP details does not give me permission to contact them.

However in extreme circumstances, your consent would not be required where there may be a risk of serious harm to oneself or others. It is for this reason I ask you to provide your GP details before commencing therapy, for use in emergencies. If this matter were to arise, I would do my best to discuss this with you in advance. This action is highly unlikely to occur but essential if a client's needs require additional support outside of the therapy relationship.

Please note: The exceptions to absolute confidentiality are:

1. Where a serious criminal offence may have been or may about to be committed or is the subject of an ongoing police investigation. In this case, I have a legal duty to disclose such information.
2. Where there is significant risk to self or others.

**Treatment and Service Reviews:**

In order to continue providing you with the most effective form of treatment, at an appropriate point I may ask you to complete a short written review to assess progress as part of our sessions. 3-4 weeks after the completion of treatment, I may send a short questionnaire for you to comment on the service you received. I may also ask for your agreement to contact you by telephone in 3 months time to assess your progress and to offer any further assistance if needed. Feedback from clients ensures continual improvement of the quality of the service and treatment offered.

**Supervision:**

I undertake regular individual supervision. My supervisor is another qualified and experienced Psychotherapist/Hypnotherapist. Due to the nature of my work, this is essential. Any information regarding clients will be anonymous.

**Referring-on Process:**

Occasionally, it may be advisable to refer a client to another local therapist. If this need arose, the reasons would be fully discussed with you at the time. This may be due to a breakdown in the therapeutic relationship, or if I am currently working with a close friend or family member and to see both would present a conflict of interest. The referral would only take place with your full agreement.

**Ongoing Professional Development:**

I am committed to ongoing development of my skills and training. This takes the form of 'Continued Professional Development' in workshops, training courses and lectures. This assists me in keeping up-to-date with research and new developments in the field of Psychotherapy and Hypnotherapy.

**Complaints Policy:**

If you have any comments or complaints about any aspect of the service and treatment received, please inform us a.s.a.p. verbally or in writing to **Mustard Therapy & Coaching, Office 6 Enterprise House, Boathouse Meadow Business Park, Cherry Orchard Lane, Salisbury, Wiltshire, SP2 7LD**. We will provide a response within 7 days upon receipt. If you are not satisfied or feel that your complaint has not been resolved, we will be happy to supply you with information on what further action you could take.

**Testimonials:**

You may be wondering why we do not publish testimonials. This is because:

- They are considered unethical by many therapy-related bodies
- They can be fabricated
- The Advertising Standards Authority requires any testimonials to be verifiable and that would conflict with the confidentiality we offer our clients.

However google reviews are submitted directly by individuals who have used our services. Therefore these are permissible as not managed or handled by Mustard Therapy & Coaching.

This Policy was adapted at **Mustard Therapy & Coaching** on 25<sup>th</sup> April 2018.

This Policy was amended by **Mustard Therapy & Coaching** on 1<sup>st</sup> February 2026.