

## INFORMATION ABOUT GROUPS

### ON-LINE GROUP SELF-REFERRAL FORMS

In order to sign up for a group at the SCC, you need to fill in a group self-referral form. This form gives us your contact details and demographic data that we collect for our anonymous statistics on service use.

When we receive your group self-referral form, the group facilitator will contact you with more information about the group. This will vary from group to group.

### CONFIDENTIALITY

A full description of the Student counselling Centre's policy regarding confidentiality is available on our website: [www.leeds.ac.uk/studentcounselling](http://www.leeds.ac.uk/studentcounselling).

Some groups may have specific additional guidelines regarding confidentiality which are appropriate to that particular group. These will be given to you when you join or at the first session.

### DATA PROTECTION

Your personal data will be processed by the Student Counselling Centre for the purposes of delivering our services to you. All our records are kept securely and destroyed after three years.

Statistical information, which may be provided to third parties and appears in our annual report, is anonymous.

***If you have any queries relating to how the Counselling Centre processes your personal data please do not hesitate to contact Head of the Counselling Centre, Nigel Humphrys.***

### EVALUATION

In order to help us monitor the effectiveness of our work here, we will invite you to complete an evaluation form once the group has finished. We greatly value the feedback you are able to give us which we use to inform future practice.

### RESPECT

Staff at the Counselling Centre aim to provide a professional, respectful and caring environment in which to support the emotional well being of clients from all sections of the student population. In keeping with this, we expect users of the Centre to conduct themselves in a respectful way and to abide by University regulations.

### ETHICS GOVERNING THE WORK OF COUNSELLORS

Counsellors working at the Centre abide by the British Association for Counselling and Psychotherapy (BACP) Ethical Framework, or adhere to the United Kingdom Council for Psychotherapy (UKCP) Code of Ethics <http://www.psychotherapy.org.uk/>.

The purpose of the BACP Framework is to establish and maintain standards for counsellors and to inform and protect members of the public seeking and using their services. A copy of the Framework is available from BACP at BACP House, 15 St John's Business House, Lutterworth, LE17 4HB 01455 883300 <http://www.bacp.co.uk/ethicalframework/>.

### COMPLAINTS

If you wish to complain about any aspect of your experience whilst using the Counselling Centre, you should raise this with your counsellor in the first instance. If you are unable to resolve your concerns within this context, you should contact the Head of the Counselling Centre, Nigel Humphrys.

Information about complaints procedures in the University can be found in the Taught Student Guide.

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[www.leeds.ac.uk/studentcounselling](http://www.leeds.ac.uk/studentcounselling)