

What to do if you are not happy with the service?

If you can, discuss with the counsellor how you are feeling. It is worth bearing in mind that often periods of difficulty arise as part of the work and can be valuable to your personal development. However, if you feel that there is substantial cause for complaint, ask for a copy of the counsellor's complaints procedure. This will tell you who to contact and how to make a complaint.

Other organisations/people who can help you

Your GP may be a good first point of contact if you feel you would like to speak to someone. However, if you want to refer yourself to a counsellor or a counselling organisation you can contact

COSCA, 01786 475140.

COSCA, as the professional body for counselling and psychotherapy in Scotland, has a list of its own accredited counsellors and psychotherapists as well as links to other lists. It may also be able to signpost you to specific organisations locally or nationally.

Providing the chance to explore issues and difficulties in a safe environment.

These organisations may also be able to help you:

Cruse Bereavement Care Scotland
0845 600 2227

for people who have experienced bereavement

Relationships Scotland
0845 119 2020

for relationship difficulties/psychosexual problems

The Spark

Helpline: 0808 802 2088

Counselling Appointments: 0845 271 2711

for relationship difficulties/psychosexual problems

Glasgow Council on Alcohol

0141 353 1800

for alcohol related problems

Parentline

0808 800 2222

for parents and anyone caring for a child

Breathing Space

0800 83 85 87

for people who are feeling low or depressed

Safe Space

01383 739084

for victims of sexual abuse

For further information on counselling please visit **www.cosca.org.uk** – COSCA's film – 'Person to Person'

16 Melville Terrace, Stirling FK8 2NE

Tel: 01786 475140

Fax: 01786 446207

Email: info@cosca.org.uk

Web: www.cosca.org.uk

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Counselling Psychotherapy

Making Safer Choices



COSCA's guide for
people considering
counselling/
psychotherapy



COSCA
Counselling & Psychotherapy
in Scotland

What is counselling/ psychotherapy?

Counselling/psychotherapy is a process that provides opportunities for those seeking help to work towards living in more satisfying ways. It involves agreements between the counsellor/psychotherapist and the client(s) and typically takes the form of regular sessions, held in confidence. This provides the chance to explore issues and difficulties in a safe environment. Counsellors are not there to tell you what to do, but to help you work towards living in more satisfying and resourceful ways.



What's involved?

Counselling & psychotherapy sessions (which are generally about one hour in length) can be offered for a set period of time eg 6 or 12 sessions. Sometimes the therapeutic work involves a long-term commitment. The session could be for you on your own or with your partner or involve the whole family.

Counsellors may work on a voluntary or paid basis, independently or within an agency. Counsellors and agencies may charge for the sessions or ask for a donation towards covering costs.

Is there a type of counselling/ psychotherapy for me?

Counsellors can work with you on specific issues such as grief or addiction problems or in a more general, holistic way. Some counsellors are trained in a way that involves focusing on behaviours and others may work with you to explore the past or your experiences and feelings. It may be helpful for you to ask your counsellor some questions before you start.

Providing opportunities
for those seeking help to
work towards living in
more satisfying ways.

What to ask your counsellor/ psychotherapist

- Are you registered with, or a member of, a professional organisation such as COSCA, BACP or UKCP?
- What is the statement of ethics that you work to and can you explain what you mean by confidentiality?
- What training do you have?
- How much experience do you have?
- How much will the sessions cost and how long is a session?
- How many sessions can I expect to come for?
- What happens if I miss a session?
- What records will you keep of our work? Who has access to them?
- Do you carry out assessments or reviews of how things are going?

These frequently asked questions could form the basis of your arrangement with the counsellor/psychotherapist.

