

Feedback

We believe that counselling can be very beneficial to our clients - but without feedback how would we know ?

At the end of your sessions with us we would like you to fill-in a short questionnaire. Your answers will help us to improve the quality of our service to future clients.

To that end, we ask that you do come to us for a final session, and give us some feedback on the service we provided.

ORKNEY ALCOHOL COUNSELLING & ADVISORY SERVICE

We offer:

- General Information and Advice
- One-to-one Counselling
- Counselling for Relationships (Families/Partners/Friends)
- Support Groups
- Youth Counselling Service
- In School Counselling

If you require our assistance or want to find out more about what we offer:

- Telephone to arrange an appointment
- Drop in to see us

You can also ask a friend, relative or your GP, employer, social worker, solicitor to make an appointment for you.

All Counselling is confidential & free of charge



British Association for
Counselling & Psychotherapy

"As an Organisational Member of BACP we are bound by its Ethical Framework for Good Practice in Counselling and Psychotherapy, the Ethical Guidelines for Researching Counselling and Psychotherapy, and subject to the Professional Conduct Procedure for the time being in force."

Affiliated to:



Clients' Information Leaflet

Orkney Alcohol Counselling & Advisory Service

6 BRIDGE STREET WYND, KIRKWALL

Tel: 01856 874738

E-mail: enquiries@oacas.org.uk

www.oacas.org.uk

Confidentiality

Individuals who come to us for help are often concerned about confidentiality. All our staff and volunteers are aware that they are not to discuss your details with anyone (including the fact that you are a client) outside of OACAS. However in order to give you the best possible care your Counsellor may discuss aspects of your case with his/her Practice Supervisor (without using your name).

We do not share details with anyone else such as spouses, parents, friends, doctors, or statutory authorities - unless specifically authorised by our clients.

The only circumstances where confidentiality may be broken, are if a child protection issue is raised, or if a client may become a danger to his/herself we may need to access outside help. We would always endeavour to discuss this with you first.



Client Details

We ask all our clients to provide their full name, address and/or phone numbers for contact purposes, and we also collect statistical data such as date of birth, family numbers, etc... All statistical data we collect is identifiable by a number only and not by a client's name or any other personal details.



Data Protection

The Data Protection Act 1998 provides a framework to ensure that personal information is handled properly. This applies to information stored either electronically, or on paper. We strive to ensure all the data we keep is:

- Adequate, relevant and not excessive
- Accurate and up to date
- Not kept for longer than is necessary
- Secure

It is OACAS policy is to shred files 3 months after the client's last contact.

Appointments

As most of our counsellors are volunteers, and only come into the office for specific appointments, we ask that our clients be on time, or let us know in advance (the day before if possible) if they cannot attend. However we do realise that emergencies can crop up at the last minute: all we ask is that you let us know, as this makes it easier to reschedule appointments.

Complaints

If you feel that some aspect of our service, or an individual with whom you have spoken, warrants a complaint - we have a Clients Complaints Procedure which you can obtain from your Counsellor or from anybody else in the OACAS office.

We take any complaint seriously and will endeavour to find a satisfactory solution for all involved.

