

WHAT IF I AM NOT HAPPY WITH THE SERVICE I RECEIVE?

We welcome your views on how we can improve and develop our service.

Your views are important to us and from time to time you may be asked to complete a customer satisfaction survey.

You can also discuss any comments you may have with your Counsellor

If you are unhappy about any aspect of our service we would like you to feel able to discuss this with your Counsellor or the Services Manager.

If you still have concerns, you may wish to make a formal complaint.

You can find more information in our Customer Care Standards leaflet available from:

High Peak Women's Aid
P O Box 22
Glossop
Derbyshire
SK13 8AE
Telephone or Text: 01457 856675
www.highpeakwomensaid.org.uk



High Peak

Women's

Aid

**Formerly
Glossop Women's Aid**

Counselling

**P O Box 22, Glossop, Derbyshire, SK13 8AE
Freephone: 0800 019 8668**

(free from BT landlines and payphones)

Telephone or Text: 01457 856675

**Telephones are staffed Monday to Friday 9.00 to 5.00
An answering machine operates outside of these hours**

Fax: 01457 855199

Email: gwa@f2s.com

Registered Charity Number: 1134679

HPWA COUNSELLING WHO IS IT FOR?










At HPWA we can offer a counselling service to women who have been referred to our organisation because of domestic abuse.

As pressures in life increase it becomes harder to see a clear pathway through the emotional stress domestic abuse can cause. It may even lead to physical illness.

We may feel that there are no choices open to us.

WHAT TO EXPECT?

Counselling offers the opportunity to:

-  Talk confidentially to someone
-  Be heard without being judged or told what to do
-  Say the things that no-one else is willing or able to hear
-  Say only as much or as little as you want to say
-  Explore deep and sometimes confusing issues
-  Find new ways of looking at things
-  Find inner strengths
-  Change if you want to
-  Talk and be supported for up to an hour every week for as long as you need.




WHAT HAPPENS?

A counselling session lasts for about 50 minutes. The first session allows both you and the Counsellor to find out whether you can work together.

At the beginning, the sessions may feel strange. It usually takes time to build up the necessary trust, which is essential for any of us to feel able to share our feelings.

After the first session you may agree the frequency at which you and the Counsellor meet.

Your Counsellor will explain to you about:

-  Confidentiality and its limits
-  How to cancel an appointment
-  Arrangements if either of you are ill or miss an appointment

ABOUT THE COUNSELLOR

Counsellors at HPWA work in a safe and supportive way

They are bound by the BACP Code of Ethics and Practice

They undertake regular supervision, which is for your safety and protection

**For more information telephone or text
01457 856675**