

# OVIawe COUNSELLING SERVICES

## POLICIES AND PROCEDURES

### Process and relationship

Therapy takes place online or at a prearranged location at a predetermined time. The sessions, which run about 50 minutes, are done in accordance with recognised counselling and psychotherapy procedures.

Paul M. Oviawe counsellors practise with the utmost care, according to the ethical principles of the ABVC, and maintaining an impartial and objective connection with their clients that is sincere, courteous, discreet, and understanding.

It is expected of you as a client to be forthright and honest, to actively engage in the therapeutic process, and to keep in mind that you are ultimately accountable for your own decisions.

### GDPR Privacy Notice

The General Data Protection Regulation (GDPR) seeks to protect and enhance the rights of EU data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data, and the unrestricted movement of personal data within the EU and its storage within the EEA.

Personal information you provide may be used to contact you regarding your required services. Contact will be via email or phone call, if so specified.

### Confidentiality

Confidentiality is an important aspect of counseling. This means that under normal circumstances no one outside Paul M. Oviawe Counselling Services is given any information; even the fact that you have been here without your expressed written consent.

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My primary goal is to provide you with a safe environment in which you feel comfortable to discuss your concerns.

Our staff members follow the professional, legal, and ethical guidelines of the Association of Counsellors-ABvC as a part of our service provision, we maintain confidential records of all counseling sessions. This information is not available to anyone without your expressed written permission.

Please be aware that there are certain circumstances in which therapists are required to breach confidentiality without a client's permission. Therapists are mandated to report certain information in which there is the possibility of harm to a client or to another person, in cases of child or elder abuse, or under court order.

Your therapist will explain these situations to you in your first meeting.

You may also refer to the Privacy Policy statement for more information.

### Your rights

Request to access to a client's personal information held by me is one of the clients' rights. The client has the right to request a copy of the information that the counseling practice has about you. To release a client's files and information, written request and reason for request should be submitted to us.

Fees and Cancellation policy the client is responsible for coming to their session on time, and at the time we have scheduled. If you are late, session will end on time. If a session is missed within 24 hours of appointment, session will still be charged at full and regular rate. Exception to this rule may apply depending on conditions and it is up to the discretion of Paul M. Oviawe Counselling Services Counseling staff. Examples may be for inclement weather (icy roads) or if you or someone under your care has fallen ill suddenly. Repeated no-shows without contact may result in being dropped as a client.

You are responsible for paying for services received. Invoices are emailed within 24 hours after your session.

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### Collection Costs

YOU ARE RESPONSIBLE FOR PAYMENT. Please check with your insurance company for their reimbursement policy.

If the client is in default or fails to comply with one or more of his or her obligations, then all reasonable costs to obtain payment will be incurred out of court at the expense of the client. If the client remains in default in the timely payment of a sum of money, an immediately due and payable fine of 15% on the amount due will be incurred (to a maximum of € 50.00 [fifty euros]).

If the counsellor has incurred reasonably necessary costs in addition to the fee, these are also eligible for reimbursement.

Any reasonable legal and enforcement costs incurred, as well as interest, are also included in the account of the client..

### Feedback

Feedback and quality about the services you receive are welcome, please contact me. We aim to create a space of authenticity, trust and safety. If you feel like progressed has stalled or the techniques are not optimal for your wellness, you are encouraged and welcome to discuss with me or any other professional.

Absences, Vacation, Office Closures Service interruptions, for any and several reasons, will always be discussed in advance with the client. It is possible that arrangements could be made for session to move online in case of extended travel or situations such as Covid. The only exception for a last-minute cancellation will be for sudden illness, in such cases therapist will make every effort to communicate with client as much in advance as possible.

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### Complaint Procedure

Paul M. Oviawe counsellors are members of the Algemene Beroepsvereniging voor Counselling (AbvC) and are subject to their complaints procedure. Such complaints are overseen by the Stichting voor Complementaire en Alternatieve Gezondheidszorg (SCAG), a foundation for complementary and alternative healthcare. You can download a PDF copy of the SCAG brochure in English [here](#)).

However, such issues often arise from simple misunderstandings and can be easily resolved; the first step in the complaints procedure is to discuss the problem with your counsellor, if possible. The next step is to contact the complaints officer of the ABvC ([klachten@abvc.nl](mailto:klachten@abvc.nl)). If you are still not satisfied, the complaint will be submitted to the SCAG.

### Additional Questions

Any other questions regarding treatment, sessions, changes to services, etc. are welcome to be discussed in session or via email.

### Website Cookies

The website [pauloviawe.nl](http://pauloviawe.nl) uses cookies.

Website visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using this website.

Minimal information is collected and needed to provide the services required; Your information and data will not be brokered.

Paul M. Oviawe Counseling reserves the right to amend and edit this Policy and Procedure document.