



Queen Margaret University

EDINBURGH

# Student Counselling

## Confidentiality

The information you choose to share within the counselling session will be treated as confidential. However, the counselling services is part of QMU students services therefore with your consent your attendance and information may be shared with other Student Services staff to ensure you receive the most effective support. This includes Extenuating Circumstances requests.

### Exceptions to Confidentiality:

- Where your Counsellor believes that your life or that of a third party, may be in immediate or significant danger.
- Where your Counsellor would be subject to criminal court procedure should the information not be disclosed.
- With your expressed consent to pass on information, within the realm of multi-disciplinary approaches to your well-being, either within the University, or to other external sources of support.

At you initial appointment your Counsellor will outline procedures in place should any of the above occur and address any clarification you may need.

In line with professional ethical codes Counsellors work within, there is a requirement to discuss client work with an External Supervisor to aid best practice. All discussions take place without your identity being revealed.

### What if I can't attend an appointment?

As counselling is a limited resource in the University, please be mindful of the need for it to be shared. If you can't keep an appointment, please give 24 hours notice of cancellation, except in unforeseen circumstances. This enables the Counsellor to offer the session to another student. If the Counsellor feels this ethos isn't being respected, they will address it with you, and it may have an impact on future accessing of the Service.

We would ask that you avoid not turning up for a scheduled appointment without notifying the Service. Should this happen, we will leave it to you to initiate contact.

### Record Keeping

Following each contact with the client, notes may be made by the Counsellor to record pertinent points, including a synopsis of past experience and immediate concerns. These are

stored securely within the Counsellor's office and kept for five years after which they are destroyed.

## **Data Protection**

Under the Data Protection Act, clients have a right to access all information being held about them by the Counselling Service.

## **Third Party Information**

Information that comes into the Counselling Service from a third party, e.g. from a GP, academic tutor, other Service, or concerned other, will be shared with the client in the interests of the integrity of the therapeutic relationship, except where the Counsellor believes that another person's established right to confidentiality will be breached in the process.