

Welcome to the Simeon Centre

We aim to provide professional one-to-one counselling in a safe, peaceful and calm environment. People are free to talk about their concerns without the fear of being judged.

The Simeon Centre is a registered charity and has provided a confidential counselling service to local people (aged 16+) since 1999. Our counsellors volunteer their time freely and are not paid for the work they do.

What you can expect from us

The majority of our counsellors are qualified to at least Diploma level and others are working towards this qualification with a recognised training provider. All of our counsellors work to the 'Ethical Framework' published by the British Association for Counselling & Psychotherapy (BACP). Counsellors also attend regular supervision with independent counsellors to ensure they are working safely, ethically and with your best interest in mind.

We aim to deliver the highest possible service and care to you. However, if at anytime you feel we have fallen short of your expectations please speak to the Manager/Co-ordinator directly.

Appointment times and cancellations

If you wish to cancel your appointment please telephone 01204 387363 as soon as possible (01204 522569 if calling after 4pm to cancel an appointment the same day). **If you miss an appointment, without giving us reasonable notice, your remaining sessions will be cancelled and given to someone else who is waiting to see a counsellor.**

Your donations

Even though our counsellors volunteer their time, it costs us around £30 to provide each session but there is no fixed charge for the counselling you are receiving. We rely on your **weekly donations**, however small, to help us maintain this service for local people.

Your first donation envelope is enclosed with this information pack. Additional envelopes are available from your counsellor. You can also donate £3, £5 or £10 by text*. Text **TALK22** and the amount to **70070** (e.g. TALK22 £5). Cheques should be made payable to 'Simeon Centre'. Secure donations can also be made via our website at www.simeoncentre.org.uk

If you pay tax in the UK, **please return the Gift Aid Declaration** which was sent with your appointment letter or downloaded from the website. It allows us to claim an extra 25p from the Government for each £1 you donate.

*Texts are charged at your mobile phone operator's standard rate. We will receive 100% of your donation. You must be over 16 and ask the bill payer's permission. For full terms and conditions and more information, please visit www.justgiving.com/info/terms-of-service.