



CONTRACT OF ENGAGEMENT Counselling & Psychological Services (CaPS)

By agreeing to attend ongoing counselling/psychological therapy sessions, you are required to read and agree to the following:

1. Attendance

We ask that you prioritise your appointments within the week. CaPS is under significant demand, and cancellations and appointments not attended without prior notice (DNA's) increase the length of time the next student on the waiting list will have to wait to be seen. We do appreciate however that sometimes you might need to re-schedule an appointment. We ask that where possible, you provide **at least 48 hours'** notice if you are not able to attend your appointment, so we can offer the appointment time to someone else.

If you do not attend scheduled appointments and are considered at risk or that your presentation is considered sufficiently severe, the service may be duty bound (depending on case and circumstances) by the code of ethics of BACP, BPS, and HCPC to escalate the situation to appropriate internal university departments and external services.

- Cancellations

If you cancel your appointment please note that **it is your responsibility to re-schedule**. If we do not hear from you **within 4 working days** of your cancelled appointment, we will assume you no longer require our services and your file will be closed. Repeat cancellations may result in your file being closed.

- DNA's

If you do not turn up for an appointment without prior notice, please note that **it is your responsibility to re-schedule**. If we do not hear from you **within 4 working days** of this, we will assume you no longer require our services and your file will be closed. **Please also note that each DNA'd appointment will count towards the number of sessions you are offered**. Two consecutive DNA's will automatically result in your file being closed.

In circumstances where your file has been closed please note that if you wished to resume sessions in future, you are welcome to attend CaPS again and would be able to go back on the waiting list.

2. Confidentiality

- We ask that you read and understand CaPS policy on Code of Practice in relation to confidentiality and management of records available at the following webpage:

https://www.gla.ac.uk/media/media_328434_en.pdf

If you have any questions please do not hesitate to ask- we can be reached at studentcounselling@glasgow.ac.uk

3. Student and staff conduct

- You have read and understood the UoG policy on expectations of student and staff conduct available at the following webpage:

<http://www.gla.ac.uk/services/senateoffice/studentcodes/staff/studentconductstaff/#/codeofpracticeonunacceptablebehaviour>

4. Complaints

- You are aware that there is a formal complaints procedure available to me should you be unhappy with any aspect of the service you have received from CaPS:

<http://www.gla.ac.uk/services/senateoffice/studentcodes/students/complaints/whichprocedure/>