

Confidentiality and Complaints

Last updated: 30 September 2025

This page explains my approach to confidentiality and how to raise a complaint.

Confidentiality

Your information is kept confidential and used only to provide counselling, manage bookings, and keep appropriate records. There are limited exceptions where I may have to share information: serious risk of harm to you or others; safeguarding concerns; legal obligations; or when you ask me to share information. I can discuss confidentiality with you in the first session and at any time.

How I keep information

Session notes are brief and stored securely. I do not record sessions unless I explicitly agree this with you in writing.

Complaints

If something is not right, please email admin@rebornagaincounselling.com with the subject line Complaint. I will acknowledge within 5 working days and aim to respond within 20 working days. If I cannot resolve your concern, you can raise it with the British Association for Counselling and Psychotherapy (BACP).

Data protection complaints

If your complaint concerns personal data, you may also complain to the Information Commissioner's Office (ICO).