



WELLS COUNSELLING

Equal Opportunities and Anti-Discrimination Policy

Wells Counselling

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This policy explains Wells Counselling's commitment to providing a counselling service that is inclusive, respectful and accessible. It should be read alongside the Wells Counselling Counselling Agreement and Privacy Notice.

1. Purpose

Wells Counselling is committed to providing counselling in a way that promotes equality, respects difference and treats clients and prospective clients with dignity and fairness.

I aim to ensure that nobody is unlawfully discriminated against, harassed or victimised when making an enquiry, being considered for counselling or receiving counselling.

2. Equality and diversity

I recognise that each person brings their own identity, background, experiences, beliefs, relationships and circumstances to counselling. I aim to provide a welcoming and non-judgemental environment in which these differences are respected.

I provide services in accordance with the Equality Act 2010 and will not unlawfully discriminate because of a protected characteristic.

3. Protected characteristics

The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race, including colour, nationality and ethnic or national origin; religion or belief; sex; and sexual orientation.

I also aim to treat people fairly and respectfully regardless of other aspects of their background or circumstances, including caring responsibilities, relationship or family circumstances and socioeconomic background.

4. Access to counselling

Decisions about whether I can offer counselling will be based on relevant professional considerations, including your needs, whether I have the appropriate competence and experience, availability, safeguarding or risk considerations, and whether my service is appropriate for you.

Decisions will not be based on prejudice, assumptions or stereotypes about a person or group.

If I am unable to offer an appropriate service, I will explain this sensitively and, where appropriate and reasonably possible, signpost you to another suitable source of support.



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5. Reasonable adjustments and accessibility

I recognise my responsibility to consider reasonable adjustments for disabled clients and prospective clients. I will consider whether changes can reasonably be made to reduce barriers to accessing or participating in counselling.

Depending on individual circumstances, reasonable adjustments may include changes to how information is provided or communicated; appointment arrangements; the physical arrangements for face-to-face counselling; or the use of online or telephone counselling where this is clinically appropriate and suitable.

Please let me know about any accessibility or communication needs, or any reasonable adjustment that may help you access counselling. If a requested adjustment cannot reasonably be made, I will discuss this with you and consider whether an appropriate alternative is available.

6. Respectful counselling practice

I aim to provide counselling in a way that respects your identity, values, culture, beliefs, experiences and relationships. I will seek to avoid assumptions and stereotypes, use respectful and inclusive language, and remain aware of how difference, identity, power and experiences of discrimination may affect the counselling relationship.

I will reflect on my own values, assumptions and potential biases and use clinical supervision and continuing professional development to support ethical and inclusive practice. I will not impose my personal beliefs or values on you.

7. Harassment and discriminatory behaviour

Wells Counselling does not tolerate unlawful discrimination, harassment or victimisation.

Clients are also expected to communicate and behave respectfully. If behaviour is threatening, abusive, discriminatory or causes me to feel unsafe or at risk of harm, I will consider how this should be addressed, taking account of professional responsibilities, client welfare, safeguarding and personal safety. Where necessary, counselling may be ended in accordance with the Counselling Agreement.

8. Confidentiality and personal information

Information about your identity, circumstances or protected characteristics will be treated confidentially in accordance with the Wells Counselling Counselling Agreement and Privacy Notice.

I will only collect personal information where it is relevant and appropriate to providing or administering counselling, or where there is another lawful reason for doing so.

9. Concerns and complaints

If you believe that you have been unfairly treated, discriminated against, harassed or disadvantaged when accessing Wells Counselling, I encourage you to raise this with me so that I have an opportunity to understand and address your concern.

Concerns will be taken seriously and handled respectfully and confidentially as far as reasonably possible. Raising a concern or complaint will not result in you being treated less favourably.



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If you wish to make a formal complaint, the arrangements set out in the Wells Counselling Counselling Agreement and complaints procedure will apply.

10. Professional practice

I am committed to maintaining awareness of equality, diversity, inclusion and accessibility as part of my professional practice. Relevant issues will be considered through reflection, clinical supervision and continuing professional development where appropriate.

11. Review of this policy

I will review this policy periodically and update it where necessary to reflect changes in legislation, professional guidance or the way Wells Counselling provides its services.

Contact

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