

## payments

We charge for all sessions. Our average cost is £35 - £60. However, we understand that not everyone is in a position to pay the full amount, and therefore all therapists offer some concessionary rates.

Payments should be made at each session by cash or cheque payable to your counsellor.

## confidentiality

Everything you share with your counsellor will be treated confidentially. The only circumstances under which this would change are:

- If your counsellor has concerns about your safety or someone else's safety,
- If your counsellor is made aware of serious illegal activity.

We have an ethical obligation to report any disclosure of any recent or current acts of abuse.

All counsellors are required to attend regular clinical supervision.

## emergencies

Your counsellor is usually only available at your agreed session time. In the event of a crisis, we advise you to call your GP, or the Samaritans on: 01206 561234.

## complaint procedure

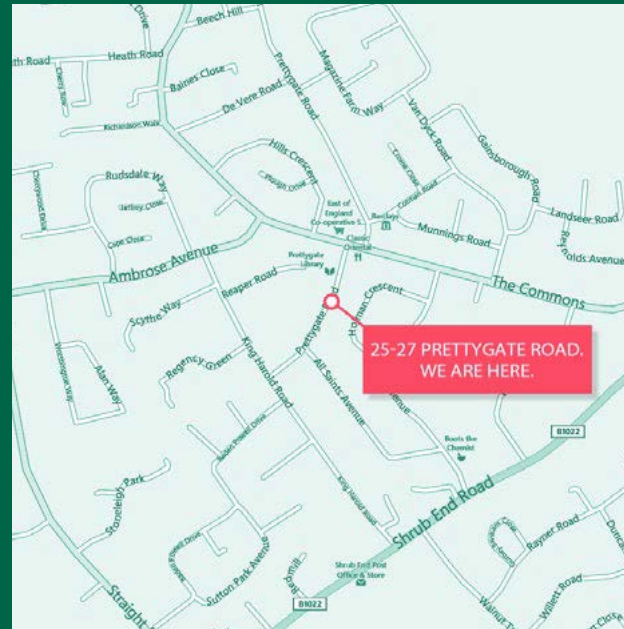
If you have a complaint, please speak to your own counsellor first. If a satisfactory solution cannot be found, you may put your complaint in writing to your counsellor, with a copy to one of the other counsellors at The Dovecote. We will then arrange to meet with you and look for an acceptable solution.

## how to find us

We hire a comfortable suite of rooms which are situated on the first floor to the rear of Prettygate Baptist Church, with our own separate entrance.

There is no wheelchair access at present.

Some parking is available on site, and in a free public car park just across the road. We are on bus route numbers 1, 4 and 68 from Colchester town Centre.



a network of counsellors in the community

**Address:** The Dovecote, 25 - 27 Prettygate Road,  
Colchester, Essex, CO3 4EQ.

[thedovecotecolchester.co.uk](http://thedovecotecolchester.co.uk)

adult counselling,  
child counselling  
& play therapy

## what we offer

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If you are looking for support to deal with difficult or traumatic experiences or to explore aspects of your life in greater depth, then our network of friendly professional counsellors offers a wide range of services.

### You may be:

- Depressed, anxious or stressed,
- Experiencing relationship difficulties,
- Feeling vulnerable, confused or insecure.

Counselling provides an opportunity, within a safe, confidential and non-judgemental relationship, to make sense of your individual circumstances, past and present, and to identify possible ways to move forward.

### Counselling comes in different shapes and sizes and we offer:

- Brief to long term counselling,
- Play therapy,
- Counselling for children and young people,
- Couples and relational counselling.

find out more about  
us on our website

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[thedovecotcolchester.co.uk](http://thedovecotcolchester.co.uk)

## the counsellors

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We all work with adults, Janet also specialises in children and family counselling.

### Janet Jones

Registered Member MBACP  
Counsellor and Play Therapist  
07729 724089 text or phone  
Email: [janet@dovecotcolchester.co.uk](mailto:janet@dovecotcolchester.co.uk)

### Tetta Ley

Registered Member of ACC  
Counsellor  
07971 443397 text or phone  
Email: [tetta@dovecotcolchester.co.uk](mailto:tetta@dovecotcolchester.co.uk)

### Melanie Evans

Relate Trained Counsellor, Enhanced DBS  
Working with both couples and individuals  
07795 124045 text or phone  
Email: [mel@dovecotcolchester.co.uk](mailto:mel@dovecotcolchester.co.uk)

### Liz Somervell

Registered Member of the British Association of  
Counselling and Psychotherapy (BACP)  
07974 574053 text or phone  
Email: [liz@dovecotcolchester.co.uk](mailto:liz@dovecotcolchester.co.uk)

We abide by the BACP (British Association of  
Counsellors and Psychotherapists) Ethical Framework  
and are members of professional associations.

## the dovecote's opening hours are:

MONDAYS & TUESDAYS  
DAYTIME AND EVENING

## to contact us

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To enquire about our services and/or arrange an initial session, please text, phone or email one of us. We will reply to messages or emails as soon as possible.

We can then arrange for you to come for an initial assessment, when we can decide how we can best work together.

## the first appointment

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The initial session offers an opportunity to meet the counsellor, talk through your situation and ask any questions about the counselling. It is also a time to consider if this is the best approach for you. If you are happy to proceed, you will be asked to negotiate a contract with your counsellor, which is an agreement about times, fees and commitments on both sides.

## appointments

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These will usually be at the same time each week for 50 minutes, as agreed with your counsellor. Regular attendance is important to the work of counselling. However, if you are unable to keep your appointment, please let us know as soon as possible, or you may be charged for the missed or cancelled session. If you arrive late, the session will normally still have to finish on time.