

Making a Complaint

Where the complaint relates to the FWA counselling service and the FWA Complaints policy has been exhausted, complainants can submit a complaint to COSCA (Confederation of Scottish Counselling Agencies). At the conclusion of any complaint concerning the FWA counselling service, a report will be submitted to COSCA using the procedure provided for on the COSCA website.

COSCA
16 Melville Terrace
Stirling
FK8 2NE
Website: www.cosca.org.uk
Telephone: 01786 475140

Further information about all our policies and procedures can be made available at your request.



Fife Women's Aid Individual Counselling Service

Our Counselling Service is a free service for women 16+ who have experienced or been affected by Domestic Abuse. Counselling is available to women from all sections of the community.

Fife Women's Aid is a charitable company limited by guarantee Co, No. SC316350
Registered Office: Suite 1, First Floor, Saltire House, Pentland Park, Glenrothes, KY6 2AL
Registered Scottish Charity: SC011689

About Counselling

Counselling is often described as a talking therapy and is carried out in a confidential setting between counsellor and client. Each counselling experience is unique, but generally its aim is to improve emotional well-being and psychological functioning. This is achieved by looking at areas of your life, your feelings and experiences with a skilled therapist.

Who Might Benefit from Counselling?

Counselling is for anyone who feels they may benefit from being supported in looking at the problems which are affecting their lives. Anyone can benefit from counselling through willing and active participation in achieving their goals.

There are many reasons why people come to counselling: to deal with difficulties ***such as depression, effects of abuse, bereavement, relationship difficulties, anxiety, self-harm or suicidal thoughts.***

Counselling and Domestic Abuse

Our service is specifically for women who have experienced or been affected by domestic abuse. Domestic abuse can often create a complex mix of difficulties such as those mentioned above which may be associated with the effects of *emotional, financial, sexual and physical abuse.*

Our Service.....

is made up of a small team of experienced and knowledgeable counsellors, working throughout all areas of Fife. We will try to offer you the most convenient time and location for your appointment.

Sessions run between 50-60minutes; the first appointment is a chance for both you and your counsellor to explore whether this is the right service for you.

Confidentiality

Fife Women's Aid will ensure that information remains confidential to FWA. However we are obliged to pass on any concerns of child protection, abuse of vulnerable adults or serious criminal conduct to relevant agencies. The counsellor will discuss confidentiality in more detail with you during your first appointment.

Making an Appointment

If you think that you would like to see a counsellor, you can telephone Fife Women's Aid on our Freephone number or speak to your keyworker (0808 802 5555)

Your contact details will be passed on to one of our counsellors, who will telephone or write to you directly. We will offer you a session as soon as one becomes available.