



Record Keeping and GDPR Policy January 2026

Notes of Guidance for Clients using the Counselling Service. Please read this information sheet before your counselling starts.

QCCS holds sensitive and confidential information that you have freely shared with your counsellor, as well as information gathered as part of the counselling process. This may include, for example, correspondence from your GP that is held on your client file. Following each counselling appointment, the counsellor will make brief notes summarising the session. All client information is stored securely on a Client Management System called CORE.

QCCS also uses the CORE tool (Clinical Outcomes in Routine Evaluation) to support the monitoring of client progress and outcomes throughout counselling. As part of this process, a self-report questionnaire is completed at the start of each session. This helps us to evaluate and improve the service we provide, ensuring it meets the needs of our clients.

By signing the client contract, you give your consent for QCCS to hold this information, along with any additional information shared during the counselling process, and to share relevant data with CORE. CORE complies with ISO/IEC standards for Information Security Management Systems.

Under the Data Protection Act 2018, you have the right to see your counselling record/notes. This is something we recommend you discuss with your Counsellor in the first instance. Alternatively, you can put your request in writing to: Counselling Lead, Quaggy Children's Centre, Orchard Hill, Lewisham SE13 7QZ.

The Counselling Service, in accordance with BACP (British Association for Counselling and Psychotherapy) recommendations and in keeping with the principles of the Data Protection Act, will destroy your personal record/notes after six years. Acceptance of our record-keeping practices is part of the contract made between you and the Counselling Service.

Confidentiality

We will take all reasonable steps to ensure that counsellors and administrative staff respect the need for confidentiality regarding any information obtained by the Counselling Service. All records are held securely and remain confidential within the service. Your counsellor will ensure the utmost confidentiality in the treatment of your notes as laid out in the BACP Ethical Framework for the Counselling Professions.

Electronically stored data will be password protected, using a secure password system, with an automatic device-locking facility. This concerns data held on any electronic device including computer, laptop, tablet and mobile telephone.

We provide confidentiality of client personal data, subject only to the following exceptions:

- where the counsellor has the express consent of the client to disclose the data;
- where the counsellor believes that the client is a serious danger to themselves or others, or where there are safeguarding concerns relating to a child or vulnerable adult. In such an instance, the relevant professionals may be informed so that appropriate steps can be taken to ensure the safety of the individual/s considered to be at risk.

With all the above, whenever possible and appropriate, this will be discussed with the client in the first instance.

Our perinatal counselling service is mainly funded by the Royal Borough of Greenwich. We are obligated contractually to let them know anonymised data, such as how many people access the service and what type of outcomes a group of clients have. The information shared with our funder will not be identifiable to you. Part of the agreement for this very low-cost counselling is that a Children's Centre Registration form will be completed. As part of this funding, we are required to complete a small number of case studies. These are anonymized and are only shared with the client's consent.

Making a complaint

The opportunity to make a complaint or grievance is an essential right for all those who use the services provided by QCCS. We are committed to providing a high-quality service for all clients and complaints can be a valuable way of evaluating and improving our services and of ensuring that we remain responsible for the needs and preferences of service users.

Our complaints procedure intends to be quick, effective, and clear. To ensure fairness, any investigation required would be carried out by someone not involved in any way with the incident involving the complaint. We recognize that bringing a complaint can be difficult and stressful. Assistance will be available to the complainant while information will be provided about independent advocacy. A copy of the QCCS complaints procedure can be provided on request.

If you require further information on the above points, please feel free to discuss this with your counsellor.

Date last reviewed: January 2026

Next review: July 2028