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**Debt Collection Procedure**

I do not offer credit terms, and fees for counselling sessions are payable in advance or at the beginning of the session, by cash or debit / credit card. It is important for the wellbeing of the counselling relationship that fees are paid up to date and that you communicate with me if financial difficulty prevents you from paying on time.

When you embark on a course of counselling, you are asked to sign a contract which clearly states my terms and conditions regarding session fees and late cancellation fees.

Where breach of contract has occurred, the following procedure will be followed:

1. In the first instance, you will simply be invoiced for the fee payable. No further sessions will be offered until outstanding fees are paid, as it is not in the interest of either party for debt to accumulate, and it can be detrimental to the counselling relationship.

2. If payment is not received within two weeks of the initial invoice, you will receive a letter or an email asking for communication, which will give you an opportunity to dispute the debt if you wish, or to offer to pay in instalments if you are in financial difficulty.

3. If I have had no communication from you after another two weeks have passed, you will receive a final reminder, advising you that if payment is not received within another week, I will start proceedings with the small claims court.

It is very much hoped that we can resolve any issues between us long before step 3, and that the counselling relationship can continue, perhaps after a break to allow for any wider financial difficulties to be resolved.