



Every successful relationship starts with a clear set of boundaries. Your relationship with Spill is no different. Boundaries make sure you don't expect us to be something we're not.

#1 Spill is not a replacement for medical treatment

Spill counsellors are able to support you if you want to keep on top of your emotional wellbeing. They can work with you if you experience anxiety, depression, or other such common mental health problems, so long as you are capable of managing your wellbeing and aren't considering causing harm to yourself or others.

#2 Spill is not a crisis service

We are not an immediate crisis service and we don't employ staff to be on call. We're also not a medical service. If you think you're having an emotional crisis, please call the NHS 111 for non-emergency advice. If you think you might harm yourself or someone else, please call the Samaritans on 116 123, ring 999, or go straight to A&E.

#3 Spill is confidential - but we have legal and ethical obligations

According to UK law, our counsellors have to contact the emergency services if they believe you might hurt yourself or someone else, or if you mention terrorism or money laundering. If you're involved in a crime, a UK court might ask us to share any information we have on you and we'd legally have to agree, even if all the information we hold about you is your session booking details.

All of our counsellors are required by the [Ethical Guidelines](#) to have a clinical supervisor. Counsellors may discuss some of their work with their clinical supervisor, but if they do, they must keep you anonymous. This means they won't tell their clinical supervisors anything that could identify you - they will only discuss clinical matters, such as what technique to employ or how they can support you better.



If your counsellor feels a bit concerned about you (for instance, if you miss a session without notice after discussing a difficult situation with them), then your counsellor will seek advice from their clinical supervisor and afterwards may get in touch with you, to make sure you're OK. They will use the email address and phone number you gave Spill when you booked the session or any other contact details you gave them directly. We will never tell your employer or anyone else if this happens, unless you ask us to.

Please let your counsellor know during the consultation if you'd like us to do anything else in case we feel concerned about you, such as call a friend or family member.

#4 Spill is dedicated to providing a gold-standard service

We take the privacy and security of your data very seriously. We're GDPR compliant. We monitor the quality of service that our counsellors provide, and make sure they stick to the [Ethical Framework](#) set out by the BACP, the UK's largest counselling body.

All of our counsellors are insured and practice under UK law. If you are based in a different country, this means any legal action taken would have to be raised in a UK court.

If you're not sure about something, have any questions, or would like to give us feedback on how we can improve, just drop us an email at hi@spill.chat. We respond within one working day.

If you wish to raise a therapeutic concern, write to complaints@spill.chat privately and securely - we take any concerns emailed to this email address very seriously and begin a full investigation for each one.

#5 Spill needs you to cancel on time

We understand the best laid plans of mice and men often go awry and it's not always possible to stick to plans. However, last minute cancellations mean lost therapy sessions - for you, for your therapist, and for anyone who could have used that session instead.

This is why we need 24 hours' notice if you can't attend your therapy sessions with Spill. If you can't make a session, just reschedule using the link available in the confirmation email, or email us as soon as you know you can't make it.



If you give us 24 hours' notice, you can just reschedule the session for another time. If you cancel late, or arrive late for the session, we're going to have to count that session as used, whether you were there or not. (We always pay counsellors for booked sessions.)

Also, if you are having a course of therapy and miss more than two consecutive sessions, we're going to automatically cancel the remaining therapy sessions. This is because we hate wasting therapy sessions, when there are so many people out there who need it.

#6 Spill needs you to prepare for your sessions

We do everything we can, on our end, to make sure Spill therapy sessions run smoothly. However, some things are on you.

You're responsible for finding a private and safe location wherein to have your session, a space where you can speak without fear of being overheard or interrupted.

You're also responsible for letting those around you know that you don't want to be interrupted during your therapy session.

Finally, you need to make sure you have a good enough internet connection to attend the session, as poor internet connections may affect the quality of your session. So please have a look at our troubleshooting tips, if your internet connection is poor. We'll also try to help. If your therapy session is considerably disrupted by having a bad connection and your counsellor informs us that you've missed a significant proportion of your session because of that, we will happily re-arrange that session for you.

Last reviewed: July 2020