

How to make a complaint

If you want to make a complaint about Fife Women's Aid Counselling Service, then it will go through the Fife Women's Aid Complaints Policy. If this doesn't resolve the issue, then you can submit a complaint to the Confederation of Scottish Counselling Agencies (COSCA).

Once the complaint has been processed, a report will be submitted to COSCA using the procedure provided on the COSCA website. Their contact details are below:

COSCA

16 Melville Terrace

Stirling

FK8 2NE

Website: www.cosca.org.uk

Telephone: 01786 475140

You are welcome to see all our policies and procedures.

Contact us

You can contact us in the following ways:

At our office

Suite 1, First Floor, Saltire House, Pentland Park,
Glenrothes KY6 2AL

Phone us

01383 732289 (business line)

0808 802 5555 (Freephone support line)

Email us

info@fifewomensaid.org.uk

Visit our website

www.fifewomensaid.org.uk

Get in touch

Please ring 0808 802 5555 to talk to a support worker in confidence about your options and our services. The line is open weekdays between 9am and 5pm, and an out-of-hours service is available from 6pm until 8am Monday to Friday and 24 hours at weekends.

For more information about the services we offer and to read stories from survivors, please visit our website www.fifewomensaid.org.uk

You can also find out more about what we do from our Facebook page or on Twitter, Instagram and LinkedIn.



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



Fife Women's Aid Women's Counselling Service



What is counselling?

Counselling with a skilled therapist can help you to talk and work through difficult feelings and experiences.

Counselling and domestic abuse

If you have experienced or been affected by domestic abuse, we have a counselling service to support you. Abuse can mean anything from physical violence to being controlled, forced or manipulated emotionally, financially, sexually, psychologically or socially.

Domestic abuse can affect people in all sorts of ways so each counselling session will be unique.

Where and when can I get counselling?

We have a small team of experienced counsellors working all over Fife. We will try to organise an appointment at a time and place that suits you.

Appointments usually last for 50 minutes. You and your counsellor can decide after your first one if this is the right service for you.

Is counselling confidential?

Anything you discuss with the counsellor will remain confidential, unless we are concerned about child or adult safety or about criminal conduct. If this is the case, we have a legal duty to pass these concerns onto the relevant agencies.

Your counsellor will discuss confidentiality with you in more detail during your first appointment.

How do I make an appointment?

You can do this by:

- phoning Fife Women's Aid at Freephone 0808 802 5555
- asking your keyworker to contact us

We will pass your contact details on to one of our counsellors who will get in touch to discuss your needs and the service in more detail.

