

Making a complaint

If you want to make a complaint, then it will go through the FWA Service User Complaints Policy procedure.

If the complaint is about the FWA counselling service and this procedure hasn't resolved the issue, you can then submit a complaint to COSCA (Counselling and Psychotherapy in Scotland) 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.

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.

Your child can also ring 0808 801 0422 or send us a message via Facebook Messenger on @jointhedotsfwa to talk to a support worker in confidence.

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, LinkedIn and Facebook Messenger.



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Fife Women's Aid
Children and
young people's
counselling
Information for
parents and carers



Why should children and young people have counselling?

The fallout from domestic abuse – including traumatic experiences and parental separation – can result in children and young people:

- feeling depressed
- feeling anxious
- being angry
- having low self-esteem

This in turn can lead to issues such as eating disorders, self-harming, being bullied and experiencing relationship difficulties.

How can counselling help?

Counselling can provide your child with a safe, confidential space to process these hard-to-talk-about feelings through play, creativity or talking therapy.

The counsellor will treat anything your child tells her as confidential – unless she is concerned about serious criminal conduct or your child's safety. You can find out more about this during your first appointment.

What if my child doesn't want counselling?

Then they don't have to have counselling. It's entirely up to them.

What if I don't want my child to have counselling?

If your child is 12 or over then they have the right to have counselling with or without your consent – although we prefer to have your support. The counsellor will happily discuss any concerns you have.

If your child is under 12 then we need your consent.

When can my child get counselling?

Your child can have counselling sessions between Monday and Friday. Sessions normally take place at school or in another safe venue and last for 50-minutes. Your child can have up to 24 of these sessions.

(Please note that our counsellor can't see a child who is already actively working with the CAMHS team or another non-FWA counsellor.)

How do I get in touch?

If your child would like to see a counsellor you can:

phone Fife Women's Aid

Freephone 0808 802 5555

or speak to your keyworker

