

Keith Nathaniel Partington MA, BEd (Hons)
Stress, Anxiety & Conflict Management

Client Contract for my Professional Services

This edition of my contract, terms and conditions can be downloaded
from <https://www.keithnathanielpartington.com>
and is current from 8th April 2022

Dear Client or Potential Client,

Please read this contract carefully and feel free to communicate with me, in-person, by phone, by letter, or by email for further clarification, at any point, on anything that may concern you about my contract, including any potential areas of difficulty for you.

Professional ethics and your protection in my coaching or consultancy work with you

All of my coaching and consultancy in Stress, Anxiety and Conflict Management conforms in all professional interactions to the requirements of the *Global Code of Ethics for Coaches, Mentors, and Supervisors* which may be downloaded from <https://www.globalcodeofethics.org>. This latter aligns with the EU registered *European Mentoring and Coaching Council (EMCC)* and *International Coach Federation (ICF)* and others, *Professional Charter for Coaching and Mentoring, June 2011*, downloadable at <https://www.eesc.europa.eu/sites/default/files/resources/docs/142-private-act--2.pdf>.

Your confidentiality and security

All client contact information and my client notes are kept in password-protected digital form, with no access to them other than for myself. No data is collected by me for anyone to access or use other than myself, and this solely in the performance of my stress, anxiety and conflict management coaching/consultancy work. Your personal data is NEVER shared with outside agencies and is, of course, fully accessible to you at any time. At all times during my work with you I am registered with the ICO as a processor of personal data.

Except for two specific contexts (explained below), at no time will I ever discuss or confirm the fact that you are working with me, nor reveal anything to anyone regarding our work together.

However, there are two exceptions to this. **Firstly**, if during our work together you inform me, or I become concerned that you are, or have been, involved in or planning to commit a serious crime or terrorist offence then - by law - I must share this immediately with the legal authorities. If I become concerned that you are considering, planning, or have in the past committed, a sexual assault on a child or adult, then similarly I must inform the legal authorities. If possible, I will talk with you about this before I make such contact. **Secondly**, I must share any information about you required from me if I'm served with a notice to attend court, or give evidence to an inquiry, with regard to a crime which you are accused of or otherwise may be implicated in.

Equality, diversity and discrimination

Both as an individual and as a professional I positively and wholeheartedly advocate for, and practise in all contexts, the treatment of other humans as equals. I embrace diversity in all aspects of life, sexuality, relating and culture, and abhor discrimination based on any grounds, including race/ethnicity, sexuality, gender, age, education, religion, personal beliefs/philosophy, lifestyle, or socio-economic status.

Professional boundaries

Our professional relationship is very special. Why? Because evidence-based research has proven, beyond any doubt, that the coach/counsellor/client relationship is the most single important component through which we will achieve, *together*, a worthwhile coaching outcome for you. Please understand therefore, that because of this, to make our special professional relationship work, our work together will always take place within very strict ethical boundaries which *cannot be broken or altered for any reason whatsoever, either during - or even decades after - we complete our work together.*

What is not allowed between us? In short, any kind of “dual relationship” that might create a power dynamic, conflict of interests, or potentially exploitative situation between us that is in conflict with our coaching work together, past or present.

So, for example:

- * There can never be a business or associateship agreement or arrangement between us, other than the fee-paying aspect of our coaching/consultancy relationship.
- * Obviously, there can never be any kind of sexual component. So, for your own protection, please be aware, that coaching *never* involves any form of sexual flirting or intimate sexual touch of any kind between coach and client. No coach or counsellor should ever ask you to allow or give sexual contact with or to them. Sexual touch or any unwanted contact, in our context, is always considered abusive and totally unethical.
- * Friendship is also never a possibility, because of the conflicting dynamics that friendships almost always contain.
- * Social gatherings can also cause a problem; but this depends upon circumstances. Accidental meetings, occasional unavoidable minimal social interactions or similar contexts are fine, providing that social interaction is minimal and the context is devoid of power dynamics.

Client outcomes, client review, and suitability of coaching

Coaching, just as with counselling, psychotherapy, medical surgery, doctor prescribed medication, physiotherapy, osteopathy, dentistry, etcetera, can never *guarantee* any specified outcome. When I work with you I will always be aiming to achieve with you the end-outcomes that we discussed and agreed to work toward in our initial meeting(s). My approaches to our coaching are always evidence-based and psychologically-informed. At the end of each session we will have a short review to establish your satisfaction from that period of work, and to make sure that you feel that we are on the right path together. This will help guide me in including further interventions and strategies into our work to keep you moving along in the direction of personal growth and increased calm. If I feel at any time that an alternative approach with another coach, counsellor, psychologist or therapist might be in your better interests I will always share this conclusion with you.

Sometimes, of course, if I find during our coaching that there may be serious emotional, psychological and behavioural issues that require deeper exploration then, since I no longer offer counselling or therapy, I will explain my findings to you carefully. As part of this I will do my best to help you find a suitable counsellor/therapist or psychologist as locally as possible whom I feel may be better able to assist you, or recommend you to contact your GP for a medically-informed alternative.

Payment of fees

A 60 minute face-to-face, phone or internet-based one-person session is £50 and a couple session is £60, increasing to £80 for small groups. A 90 minute one person session is £70, and £85 per couple, respectively. My *pro rata* coaching "top-up" services by phone or email, of course, can cost far less. Off-site small group coaching sessions or presentations are charged at a mutually agreed all-inclusive fee.

I have always provided a significant discount for university and technical/technology students, and will

always do so. Currently, showing me your valid student photo identification card will entitle you to a 20% reduction on my fees across the board.

The first in-person session is payable at the session's end, and all subsequent sessions are booked and paid for seven days in advance.

Internet-based, phone-based and email sessions are always paid for by electronic bank transfer, received and cleared into my bank a minimum of 48 hours in advance, otherwise I will not be able to reserve your time slot.

Client attendance and punctuality

Please attend/commence sessions punctually. If you are late for a session then it will still end at the scheduled time. Please, for the sake of optimum progress, do attend sessions according to the schedule that we initially agree on, or as modified by us.

Cancellation terms and conditions

Paid-in-advance sessions are not refundable, nor transferable to another date or time, unless cancelled more than 48 hours in advance.

Free, easy, on-site parking

If you're working with me in-person from my home-based coaching room in Inverness, there is an abundance of private free on-site parking. When you arrive please just drive through the entrance of the property and turn immediately right, straight into the parking area. For your initial visit (and most times thereafter) I will be waiting to greet you personally at the front door (which faces directly onto the parking area). Under no circumstances is parking allowed on the grass or on the shared private road leading to the house itself.

You have the right to end coaching whenever you wish

Regardless of any schedule that we may earlier have agreed, you have the right to end your coaching at any time and, providing that appropriate notice is given by you in advance, any fees paid for unused sessions will be returned to you in full. You are never under any obligation to give any reason or explanation for ending.