



Client Rights

Thrive Counselling believes that clients have rights, which are valued and essential to respectful and collaborative service delivery.

As our client, you have the right to:

- be treated with respect and dignity at all times.
- receive services that are sensitive to your culture, socio-economic background, values, religious belief, ability, sexuality, gender identity, and gender expression.
- decide what to discuss with your counsellor.
- know your counsellor's qualifications and counselling approach.
- ask questions.
- decide to leave counselling whenever it makes sense to do so.
- request a review of your counselling file and to add and/or correct information by writing an addendum to the original entry in your records.
- appeal and/or lodge a complaint using Thrive's Client Complaint Procedure if you feel decisions concerning yourself or services provided to you are unsatisfactory.
- expect that all information concerning yourself and your counselling is kept confidential within the limits of confidentiality outlined in orientation documentation.
- be fully informed about Thrive's policies, programs and conditions of service which may affect the counselling that you receive.