Hope Therapy & Counselling Services

Client Allocation and Counsellor Matching Policy

Version: October 2026 | Client-Facing

1. Purpose

Hope Therapy & Counselling Services is committed to matching every client with the most suitable affiliate counsellor for their needs, circumstances, and preferences. This policy explains how that matching process works and what you can expect at each stage.

2. Guiding Principles

Our allocation process is designed to:

- Prioritise your therapeutic needs, goals, and personal preferences.
- Ensure counsellors have the relevant experience and expertise for the support you are seeking.
- Offer flexibility in terms of location, availability, and session format (online or face-to-face).
- Maintain ethical and professional standards throughout.

3. The Allocation Process

Initial Consultation

When you contact Hope Therapy, a member of our team will gather relevant information about your needs, challenges, and therapy goals. We will ask about:

- Your availability and preferred session times.
- Whether you would prefer online or face-to-face sessions.
- Any preference regarding the type of therapy, the gender of your counsellor, or other factors that matter to you.
- Any accessibility or practical requirements we should be aware of.

Matching You with a Counsellor

We will identify the most suitable counsellor based on the following factors:

- Experience and specialisation — ensuring the counsellor has relevant expertise in your areas of concern (for example, trauma, anxiety, relationships, CBT, EMDR, neurodiversity, and so on).
- Location — if face-to-face sessions are requested, we will match you with a counsellor in your local area.
- Availability — ensuring your preferred session times are compatible with the counsellor's schedule.

Your Preferences

You are always welcome to express a preference for a particular counsellor or type of therapist. While we cannot guarantee availability, we will do our best to accommodate your request. If your preferred

counsellor is unavailable, we will discuss alternative options and provide information about therapists with similar experience and approach.

Confirmation and Next Steps

Once a suitable match is identified, we will confirm this with you and introduce you to your counsellor. Your counsellor will then arrange your first session with you. After that, you arrange your session dates directly with your counsellor, and pay for each session through our website. Your counsellor and will discuss and agree a working agreement with you at the outset of therapy. This working agreement is a clinical arrangement between you and your counsellor — it is separate from, and in addition to, the Terms of Service that governs the administrative relationship between you and Hope Therapy & Counselling Services.

If after one or two sessions you feel the match is not quite right, please let us know. We will work with you to find a better fit.

4. Ethical Considerations and Fair Allocation

All allocations are made with your best interests in mind. We do not allocate clients to counsellors on the basis of any discriminatory factor and uphold inclusivity at every stage of our process. If a conflict of interest is identified — for example, a prior relationship or professional overlap — an alternative counsellor will be offered.

5. Ongoing Review and Feedback

We encourage you to share feedback about your experience with your allocated counsellor at any time. If concerns arise, you can ask us to review your match at any point. We regularly review our allocation process to ensure it continues to serve our clients effectively.

6. Questions

If you have any questions about how we match clients to counsellors, or wish to request a change, please contact us at contact@hopefulminds.co.uk or call 0333 043 1850.

Contact us: contact@hopefulminds.co.uk | 0333 043 1850 | www.hopefulminds.co.uk

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