

Welcome to With Compassion and thank you for your enquiry.

My name is Victoria Matthews-Patel and I am a Wellbeing Coach.

I work with adults who require nurturing and compassionate coaching, mentoring or connection through Circles.

I offer my services internationally through coaching sessions conducted online via Zoom (all online).

My Mission Statement

- To provide easily accessible therapeutic and person-centred coaching to adults in emotional need.
- To be non-judgmental, empathic and supportive regardless of a person's gender, religious or spiritual beliefs, cultural heritage, family background, life experience or current emotional and/or physical situation.
- To provide a neuro-affirming and inclusive space.
- To help people to feel seen and heard.
- To help address human needs to the best of my ability, in the time that I have and with the information I am given.

Please read through our contract before we begin and contact me if you need me to clarify any queries you may have prior to the first session wherever possible.

This document refers to all services I offer.



Our Coaching Contract

In coaching both the coach (me) and the client (you) have certain rights and responsibilities.

Part One

Your rights as a client

As a client you have a right to:

- Dignity as an individual human being. You have the right to equal consideration & treatment regardless of gender, race, religion, colour, economic status, age, sexual preference or beliefs.
- Be provided with professional & respectful care.
- Be accepted as who you are & to be listened to in a non-judgmental way.
- Refuse to comply with recommendations even if I suggest you take a course of action or seek another form of help/support. You may choose not to follow my guidance.
- Know what alternative resources may be available to you & you have a right to know what these are (providing I am aware of them myself).
- Confidentiality in coaching, subject to the law, as per Part Four of this contract.
- Know that I am bound to comply with the Ethical Framework for Good Practice as laid out by my professional body, the Association for Coaching.



Part Two Your responsibilities as a client

As a client you have certain responsibilities. These are to:

- Be honest (congruent), open & willing to share your concerns with me.
- Ask questions when you don't understand or you need further clarification on any part of our professional relationship, the sessions, or this contract.
- Discuss any reservations you may have prior to starting your work with me or as soon as they arise.
- Report changes or unexpected events to me that may have an impact on our professional relationship.
- Keep me up to date with your contact details.
- Keep appointments as arranged or give at least 48hrs notice when you need to cancel or reschedule an appointment.
- Pay for missed appointments or sessions cancelled where I have not been given 48hrs notice.
- Pay all fees in full (or as agreed) and in advance of any agreed work undertaken as per Part Five.



Part Three Supervision

As your coach I may wish to keep notes of our work together and discuss the work I am undertaking with you with my professional mentor. This is to monitor and improve my practice. This will be done in such a way as to protect your identity and your right to confidentiality.

Part Four Confidentiality and the law

Please note that all information shared within our sessions is confidential. I am, however, bound by rules that ensure that I must report an act, or potential act, of treason or terrorism. Also, if harm towards a child/minor/vulnerable person is discussed then I have the right to discuss potential steps with you to seeking additional help, or you disclosing this information to a third party. This is taken on a case by case basis and will be discussed at length with yourself prior to any action taken.

Confidentiality and data protection

I take basic contact information from you when we start to work together. By that point I will also have your email address (as you will have contacted me) and possibly your phone number. Please note I take only the information I need to support you safely and with due care.

Your email address is retained and used solely for the purposes of contacting you regarding session times, to reply to your email correspondence and to give session feedback or further information when required.

Your information is not shared with any third party and I do not sell your details forward. I keep notes in our sessions and they are retained on file for 36 months then destroyed via shredder. Emails are kept for only as long as necessary and are then deleted and the 'trash' folder is cleared. I operate on a minimal data capture policy.

To read more on this please check out my privacy policy on the website:
www.withcompassion.co.uk

I warmly suggest that you also keep your session correspondence confidential to the best of your ability.



Agreeing to work with me at this time means you agree to let me reply to your emails or send you emails regarding our work. It also means you agree to let me use your emergency contact details should you need me to (e.g. in the event you become ill during a session) and your phone number to reply to your texts or send you texts regarding session time changes, illness or diary amendments.

For any more information on this please read the full privacy policy on my website.

Confidentiality Online

Please note that there are no online facilities for coaching which can be guaranteed absolutely secure with no risk of information being obtained by a third party. However, I take every precaution available to me to protect your privacy and I would suggest that you do the same. I do not keep notes in an online facility other than my email inbox files and will ensure that I do not share any information about our coaching arrangement with anyone else. I do not accept requests for contact via my personal social media and do not share the use of my computer with anyone else.



Part Five Coaching and Mentoring

5.1 Fees: Coaching and Mentoring

The latest coaching fees are listed on the website on the fees page (1 hour) and are payable at the point of booking (first session) or 48 hrs in advance (subsequent sessions) via BACS transfer to confirm the session.

5.2 Refunds: Coaching and Mentoring

Please note my cancellation policy: cancellations or missed sessions within 48 hours of the session time will incur the full fee. This policy ensures fairness to all clients, as appointment slots are carefully allocated each week and short-notice cancellations or no shows result in unfilled spaces.

If I have to cancel a session that you have already paid for, due to illness or an unexpected event, and we are both unable to arrange an alternative suitable time/date, then you will receive a full refund of your session fee.

5.3 Structure: Coaching and Mentoring

Sessions are 1 hour in duration and are conducted via Zoom.



Part Six

Connection (includes the Wellbeing Circles)

6.1 Fees: Connection

The Wellbeing Circle fees and payment plans will be listed on the website www.withcompassion.co.uk under each programme title. If you are not sure of the fees, please ask.

Payment is via BACS transfer and is to be made before any work is undertaken as per the terms laid out in the introductory email you will receive.

Both services are provided via Zoom.

6.2 Refunds: Group Circles

- i) You have a 14 day cancellation/cooling off period from the date of entering into the contract for the Group Circles. If you change your mind within this period, you will receive a full refund on any monies paid up to that point.
- ii) I require notice of cancellation via email: victoria@withcompassion.co.uk and it must be within the cancellation period outlined above.
- iii) If services have been agreed to and provided within the cancellation period, you/the client must pay for those services received.

No refunds will be given for missed sessions. This applies to the Group Circles.

When signing up for the group circle you are paying for the full programme. Refunds will not be given if you do not complete the programme of sessions.



Part Seven

Intellectual Property

My intellectual property including, but not limited to any/all course content, course name, blog posts, vlogs, worksheets, emails and any other work produced under the working titles of the Compassionate Group Circles, Compassionate Membership Programme or produced by myself (Victoria Matthews-Patel) or by my company (With Compassion) remain the intellectual property of With Compassion and are not to be used or shared for any other purpose without prior permission from Victoria Matthews-Patel.



Part Eight

Our Coaching Agreement (1-2-1 Coaching Only)

I declare that I have read through the entire contract parts one to seven and I am in agreement to all contract content.

I am therefore happy to work with Victoria Matthews-Patel from With Compassion Coaching.

Signed (client)

Print full name (client)

Date (client)

Signed (coach/mentor)

Date (coach/mentor)

Please return the signed contract via scanned email to:
victoria@withcompassion.co.uk

Contact details*

Full name

Address

Mobile number

Email address

Emergency Contact Name

Mobile Number

*These details will be kept separately from your confidential notes. Please return the agreement form via email to:

victoria@withcompassion.co.uk

