

Callers Charter

Carrey - Friend is a voluntary service and our services are entirely free of charge. We offer support, information and befriending over the internet and, in some circumstances, can offer a listening ear.

Befriending is a "non directive therapy" involving counselling based skills. This does not involve analysis, or any form of interpreting what you say. Befriending is not about giving sympathy: We try to get you to have a look at yourself and solve your own problems. We do not offer answers. It may not be easy, in fact, it may be quite painful to take a long, hard look at yourself. We cannot "magically" solve all your problems. We do give you space for self-exploration.

You will be given time to try to solve your own problems, but you will not have to do it on your own. Our volunteers will be understanding, open and honest. You can e-mail and get quick replies. In some circumstances you can book a telephone session, or meet a volunteer face to face. You can be in contact for one exchange, or several, and sessions can last for up to an hour if that suits you and the volunteer.

You SHOULD

- feel safe
- feel accepted/listened to
- be respected
- be assured of confidentiality at all times
- feel that our volunteer understands your problem the way YOU see it

You HAVE A RIGHT

- to privacy: you don't have to talk about anything you don't want to
- to choose your volunteer: if for any reason you want another volunteer at any time then that's OK
- to be made aware of any specialised agencies you may also wish to contact

You SHOULD NOT

- feel criticised
- be approached sexually
- be pushed or persuaded into doing anything you do not want to do

If you have any **COMPLAINTS** or **COMPLIMENTS** about Carrey - Friend or any of its volunteers please put this in writing to:-

The Secretary Carrey - Friend PO Box 170 Douglas IM99 1PJ

Your comments will be treated seriously, and considered in confidence.

We reserve the right to anonymise and fictionalise any contact and use the problem and our suggestions and information in the Agony section of the Forums