

## Information for Directory Users: Terms and Conditions of Use v1.1 March 2025

### **BY USING THE DIRECTORY, YOU CONFIRM THAT YOU ACCEPT THE FOLLOWING TERMS AND CONDITIONS OF USE:**

- All therapists and counsellors listed in the Directory run their own private practices, or are part of other services that offer counselling or therapy. They do not work for, and are not part of, Gendered Intelligence.
- As all listed therapists and counsellors have invested in attending the 2-day Gendered Intelligence course and experienced the learning opportunities it offers, are registered with a professional body, and have signed up to the Standards of Provision, we believe it is more likely that trans people and their friends and families will have a positive experience in their therapeutic setting. However, **listing in the Directory is not an endorsement of services or evidence that a counsellor or therapist has met particular standards of trans inclusive practice.**
- Gendered Intelligence is not responsible for the service(s) provided by the listed therapists and counsellors, and will not entertain any claim in relation to their provision.
- If you have a cause for concern about quality or professionalism, the route to raise that concern is directly with the therapist or counsellor, their supervisor or their professional body. The professional bodies we accept for listing must have a route via which complaints can be raised.
- You are responsible for selecting an appropriate therapist or counsellor, and for satisfying yourself that that therapist or counsellor is right for you.
- Gendered Intelligence makes every reasonable effort to ensure that Directory listings are accurate at the point that individuals are first listed, but we are reliant on those individuals to advise us of changes. In particular, you should double check the qualification(s) and current registration(s) of the therapist or counsellor you select.