



SHARE THE LIGHT OF ISLAM

ISLAMIC MARRIAGE COUNSELLING FORM

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ISLAMIC MARRIAGE COUNSELLING SERVICE

FORM

OUR POLICIES

1. Confidentiality Policy

All information shared during counselling sessions will be kept strictly confidential, except in situations where there is a risk of harm to the client, their spouse, or others. Information may be shared with other professionals (e.g., supervisors, consultants) only with the client's informed consent or when required by law.

2. Truth and Honesty Policy

Applicants are expected to be truthful and honest throughout the marriage counselling service.

Applicants should fear Allah and understand that honesty is a fundamental Islamic value.

Dishonesty, misrepresentation, or providing false information is strictly prohibited and may result in immediate termination from the marriage counselling service.

The Quranic verse [Quran 3:61] reminds us of the severe consequences of dishonesty: "And whoever commits a sin only earns it against himself. And Allah is ever Knowing and Wise."

Applicants are reminded that lying or being dishonest not only goes against Islamic teachings but also undermines the integrity of the matchmaking service and can harm others seeking genuine connections.

Any instances of dishonesty identified during the marriage counselling service may result in the disqualification of the applicant and the termination of their participation in the service.

3. Privacy Policy

Client information collected during the booking process will be securely stored and used solely for the purpose of providing counselling services.

Client information will not be shared with any third parties without the client's consent, except as required by law.

4. Fees and Payment Policy

The fee for counselling sessions will be communicated in advance.

Payment is expected to be paid before the session starts, and accepted modes of payment include cash, mobile money, or bank transfer.

Client will still be charged for a full hourly rate even if the time was not fully exhausted. This is because of the expenses, time, and other administrative cost. Once a client book for an hour, he/she should try exhausting it as that hour has only been allocated to him/her.

In the event of cancellation with insufficient notice or no-show, the booking fee is non-refundable.

5. Cancellation and Rescheduling Policy

Clients are requested to provide at least 48 hours' notice for cancellations or rescheduling of sessions.

Late cancellations or missed appointments may be subject to a non-refundable booking fee.

To cancel or reschedule a session, clients are advised to contact the secretary immediately.

6. Code of Ethics Policy

We adhere to a code of ethics, which includes maintaining professionalism, confidentiality, and respect for clients' rights and dignity.

7. Session Duration and Frequency Policy

Counselling sessions typically last for 1 hour, although the actual duration may vary based on the needs and progress of the clients.

The recommended frequency of sessions will be discussed and determined collaboratively between the clients and the counsellor.

8. Termination Policy

The counsellor and clients may mutually decide to terminate counselling at any time.

In the event of termination, any prepaid fees for future sessions may be refunded on a pro-rated basis, subject to the counsellor's discretion.

9. Complaints and Grievances Policy

Clients are encouraged to provide feedback or raise any concerns they may have about the counselling services.

Complaints or grievances can be submitted in writing via email or through a designated feedback form.

The counsellor will address and resolve complaints in a timely and professional manner.

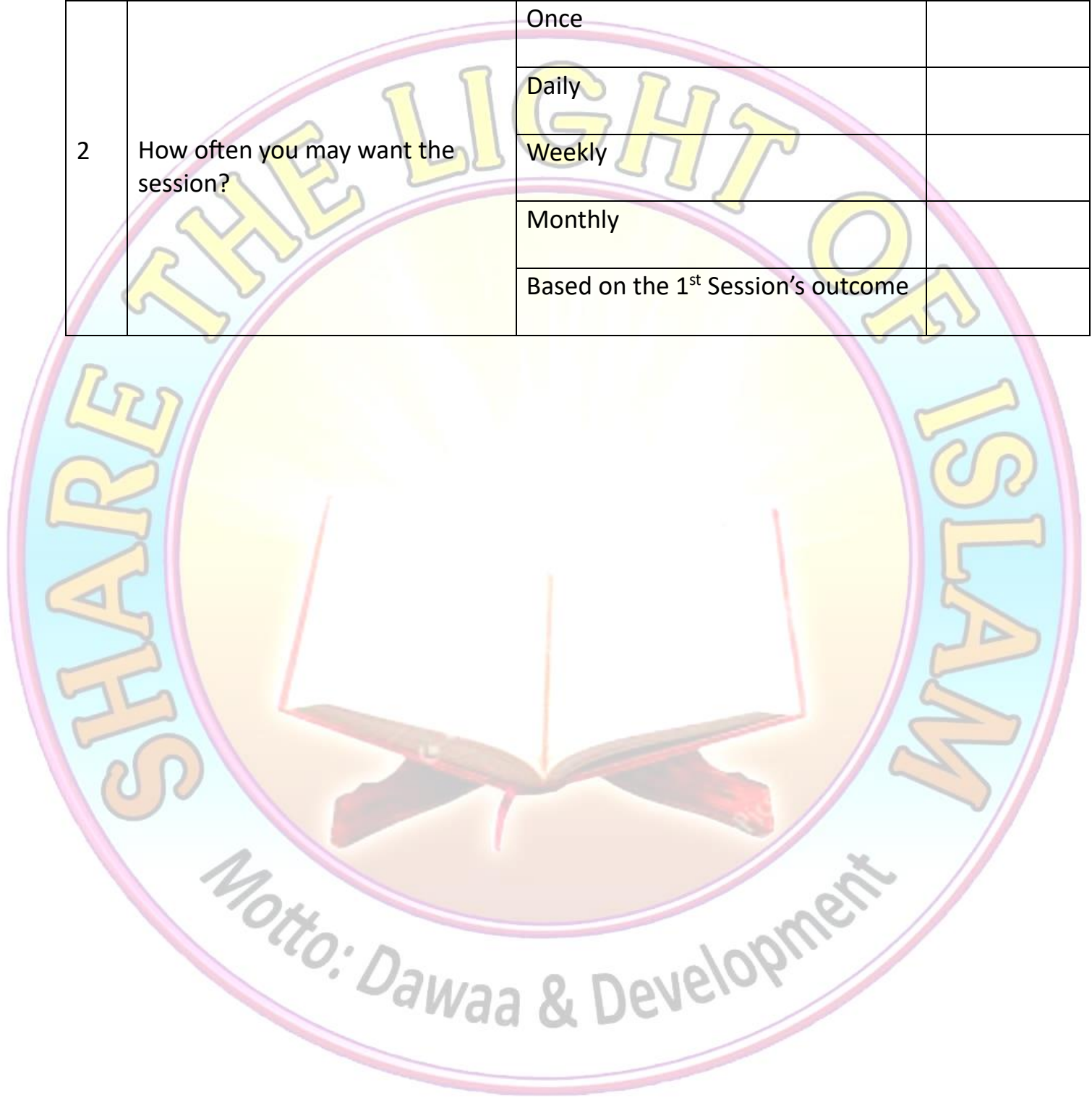
10. Cultural Sensitivity and Respect Policy

The counsellor recognizes and respects clients' traditional beliefs, customs, and practices. Cultural sensitivity will be maintained throughout the counselling process, ensuring that clients' unique backgrounds are considered and valued.

I..... have read and fully agree to the policies above.

Date:..... Sign:.....

1	How many hours do you want to book for?	Write 1 if you don't know how many hours. Hours exceeding 1 will be calculated during the session	
2	How often you may want the session?	Once	
		Daily	
		Weekly	
		Monthly	
		Based on the 1 st Session's outcome	



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BOOKING FORM

A. PERSONAL INFORMATION:

1	Full Name:			
2	Gender:	Male	Female	
3	Phone Number/s:			
4	Email Address:			
5	Address:			
6	Are you married?			
7	Spouse's Full Name (if married):			
8	Spouse's Phone Number/s			

B. SESSION PREFERENCES: (Preferred sessions will be subject to review and booking availability)

1	Preferred Date for First Session:	
2	Preferred Time for First Session:	

C. BACKGROUND INFORMATION:

1	If you're married, how long have you been married.	
2	Have you or your spouse ever attended counseling Before?	(Whether formal or informal)
3	If yes, what was the outcome.	

4	What is your desired goal or outcome from the counselling.			
5	How many of you will be at the counselling session. (Please indicated their details)	No	Name	Relation
		1		
		2		
		3		
		4		
		5		