



## Code of Conduct for LVSC Members

The purpose of this code of conduct is to describe the standards and values of the Landelijke Vereniging Supervisie en Coaching (LVSC), and therefore the principles for the professional conduct of the professional counsellor<sup>1</sup>. The code applies to the professional activities of all members of LVSC in their capacity as professional counsellor in their interaction with the clients and organisations with whom they work.

This code of conduct was adopted at the General Meeting of Members of LVSC on 20/05/2026, replaces the February 2016 version and applies from 01/06/2026.

### 1. General

The professional counsellor:

- acts with care and integrity, and also in accordance with this code of conduct;
- makes the code of conduct available to the client and, where applicable, the commissioning party;
- respects the identity and diversity of every client and organisation;
- continually invests in their own professional development through training, peer consultation and reflection on their own actions.

This contributes to professional competence, ethical awareness and the quality of the counselling.

### 2. Agreement

Professional counselling takes place on the basis of a written agreement between the professional counsellor, the client and any commissioning party. LVSC's code of conduct forms part of the agreement. To ensure that the client and commissioning party are aware of the code of conduct, it is added to the agreement. Sometimes two agreements are needed: one with the client and one with the commissioning party.

#### 2.1 Content of the agreement

The agreement contains, in any event, arrangements regarding:

- the aims of the counselling or the way in which these are established at the start of the process;
- the number, duration and frequency of the agreed meetings, location and fee (if applicable);
- arrangements regarding confidentiality by the professional counsellor and client(s);
- what is reported, to whom, in what manner and how long data is retained. If no reporting takes place, this is expressly stated;
- the timing and method of evaluation and any assessment, tailored to the client's education, training or work situation;

---

<sup>1</sup> 'Professional counsellor' means all members of LVSC, with or without professional registration.



- in the case of counselling commissioned by an organisation, arrangements are included regarding what information is shared with the commissioning party and how this is done, as well as how the commissioning party and client inform one another during the counselling process.

### **3. Secrecy and confidentiality**

The professional counsellor is obliged to maintain secrecy regarding everything discussed within the counselling, unless a statutory obligation or an exception described in this code of conduct applies.

The professional counsellor treats all information confidentially and stores it carefully. The client's consent does not release the counsellor from the confidentiality arrangements.

If a complaint leads to legal proceedings, the professional counsellor invokes the agreed confidentiality. In the event of doubt or in complex situations, consultation with professional peers is recommended.

#### **3.1 Interprofessional consultation**

For supervision, peer consultation or consultation, the professional counsellor may consult colleagues or experts if they are also bound by confidentiality. Communication takes place only in anonymised form and within a confidential setting.

#### **3.2 Release from the duty of confidentiality**

If the professional counsellor believes that the interests or safety of the client or others are at risk, it may be necessary to lift confidentiality, in whole or in part.

This is permitted only where:

- failure to lift confidentiality may lead to harm to the physical or psychological integrity of the client or others;

and/or

- the problem cannot be resolved without lifting confidentiality.

Before the professional counsellor proceeds to breach confidentiality, a professional peer is consulted in order to assess the situation against the conditions stated above.

If, after consultation, the professional counsellor decides to lift confidentiality in whole or in part, they inform the client accordingly.



#### **4. Professionalism and integrity**

The professional counsellor acts carefully and respectfully and is responsible for a safe learning environment.

##### **4.1 Professional boundaries**

The professional counsellor refrains from non-professional relationships with clients. The counsellor is also aware of power dynamics within the counselling relationship.

In the event of boundary-crossing behaviour or justified suspicions thereof towards or by the client, the professional counsellor takes action and, where necessary, consults a colleague or LVSC confidential adviser.

##### **4.2 Carefulness in contact**

The professional counsellor asks only for information that is relevant to the learning and counselling process.

Dual professional roles, involving multiple roles in relation to the same client, are avoided as far as possible. If a dual professional role is unavoidable, the roles and boundaries are expressly discussed with the client and/or commissioning party before the start of the process, recorded in writing and carefully monitored by everyone involved.

##### **4.3 Referral**

If the client's counselling request falls outside the learning or counselling aims, the professional counsellor refers the client to appropriate help or guidance.

##### **4.4 Handling counselling material**

The professional counsellor handles counselling material and personal data carefully. Data is not retained for longer than is necessary for the purpose for which it was collected.

Material provided by the client is destroyed after completion of the process, unless other arrangements have been made in this regard.

The professional counsellor's own notes, evaluations and assessment data may be retained for reflection, accountability or handling any complaints. The guideline for this is a maximum retention period of three years, unless circumstances give reason to deviate from this with justification. In that case, the data is still destroyed as soon as possible.

##### **4.5 Domestic Violence and Child Abuse Reporting Code**

LVSC recognises the statutory obligation to use the Domestic Violence and Child Abuse Reporting Code for professional counsellors working in organisations in healthcare, education, childcare, social support and youth care.



LVSC also draws its members' attention to their professionalism and advises the use of the reporting code in situations where careful action is required in cases of suspected domestic violence or child abuse.

## **5. Digital ethics**

The professional counsellor handles digital tools and online communication carefully, safely and transparently. Digital technology is used in a way that safeguards the client's privacy, confidentiality and security.

The duty of confidentiality also applies to the use of social media and other digital means of communication. The professional counsellor handles online information carefully and does not mention or share any confidential data that can be traced back to clients or organisations.

## **6. Compliance with the code of conduct**

Members of LVSC endorse this code of conduct and act in accordance with the professional standards laid down therein. If a professional counsellor fails to comply with this code of conduct, an interested party may submit a complaint<sup>2</sup>.

A complaint is first submitted to the Commissie voor Toetsing en Bemiddeling (*Review and Mediation Committee*) to investigate whether the complaint can be resolved through mediation. If the complainant decides not to proceed with mediation, the complaint is forwarded to the College van Tucht (*Disciplinary Board*).

The duties, powers and procedures of the College van Tucht (*Disciplinary Board*) are laid down in the associated regulations.

## **7. Evaluation of the code of conduct**

LVSC is responsible for regularly evaluating and further developing this code of conduct. The code is evaluated at least once every three years and revised where necessary, or earlier if developments in the profession give LVSC reason to do so.

In the event of substantive amendments, the code of conduct is submitted to the General Meeting of Members for approval.

---

<sup>2</sup> For the complaints regulations, see: [klachtenprocedure-lvsc-oktober-2020x.pdf](#)