



This document has some information about a service called **Grief Chat**



You can use this service to type messages to a **counsellor**.



You can talk to them if someone you love has died.



You can tell them about your feelings.



They will reply to your messages and will be kind and supportive.



A **counsellor** is someone who has special training to help you think about and understand your feelings.



To use GriefChat you can type into the chat box on this website [here](#).

It is at the bottom on the right. GriefChat is open from 9am to 9pm from Monday to Friday.



If you type in the box when we are closed, we ask for your email address so that we can email you back when we are next open.



The counsellors at GriefChat will not know your name or any other details about you unless you choose to tell them.



If you tell them, they will not tell anyone else unless they think you or someone else might be unsafe or at risk of being hurt.