



## Contact Details and How to Find Us

### Contact Details

**Telephone: 01392 499388**

For all general enquiries about the counselling service or your referral.

The IMCS office is usually open Mondays to Thursdays, including evenings until 8pm on Tuesday and Thursday. If we are unable to answer when you call, please leave us a message and we will get back to you as soon as we can. Voicemails to this number are confidential and only accessed by IMCS management staff.

**Telephone: 01392 219200**

This is the number for the main Iron Mill College and should be used if you need to cancel an appointment or if you require an urgent response and are unable to get through on the IMCS line above. Please note that calls to this number and any messages left will be processed by non-counselling, IMC office staff.

**E-mail: [counselling@ironmill.co.uk](mailto:counselling@ironmill.co.uk)**

E-mails to this address will be received by IMCS counselling staff only. Please note that this account may not be monitored every day.

**Address:**

Iron Mill Counselling Service  
Iron Mill College  
Morwenstow  
7 Barnfield Crescent  
Exeter  
Devon  
EX1 1QT

### Waiting Times

Our aim is to respond to all contact as soon as possible. However, please note that IMCS cannot guarantee to respond within a set period of time due to the daily demands upon the service. You are welcome to contact the service at any time for an update, or if your circumstances have changed since your last contact with us. If you need support sooner than we can provide it, please see your GP or nearest NHS Walk-in Service as a first port of call.

### How to Find Us

Barnfield Crescent can be easily located using Google Maps and inputting the above postcode. We are situated in the centre of Exeter close to public transport links. There is no client parking available on site but there are a number of public car parks nearby and metered street parking on Southernhay near the entrance to Barnfield Crescent.

If you have any special access requirements, please contact the service to discuss your needs.

As you walk into Barnfield Crescent, the Iron Mill is the large, detached building at the far end of the crescent. The main reception for the College is on your left as you enter through the front door.

If you are visiting the counselling service and you find the front door is locked, please follow the path that leads around the side of the main building (Morwenstow) where you will see a single storey building called The Quad. The IMCS is based here. Take the path to your left between the two buildings and enter through the double doors where you will find a waiting area just inside. The IMCS office is the first door on your left.