

## **A STRAND OF HOPE COUNSELING**

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<https://www.astrandofhopecounseling.com>

<https://www.astrandofhopecounseling.com/contact-me>

### **How to Contact the Disciplinary or Licensing Authority**

#### **Your Right to File a Complaint**

Clients have the right to file a complaint if they believe their privacy rights have been violated or if they have concerns about the professional conduct of the therapist. Filing a complaint will not result in retaliation or affect your ability to receive services.

Complaints may be filed with:

- The therapist directly
- The appropriate Texas licensing or disciplinary authority
- The U.S. Department of Health and Human Services (HHS)

#### **Contacting the Practice Directly**

Clients are encouraged, but not required, to contact A Strand of Hope Counseling first to discuss concerns or seek resolution.

#### **A Strand of Hope Counseling**

Contact Page: <https://www.astrandofhopecounseling.com/contact-me>

#### **Texas Licensing and Disciplinary Authority**

Mental health professionals in Texas are regulated by state licensing boards. Clients may file a complaint with the appropriate board if they believe the therapist has violated professional or ethical standards.

#### **Texas Behavioral Health Executive Council (BHEC)**

This council oversees licensing boards for:

- Licensed Professional Counselors (LPC)
- Licensed Marriage and Family Therapists (LMFT)
- Licensed Clinical Social Workers (LCSW)
- Licensed Psychologists

**Website:** <https://bhec.texas.gov>

**Phone:** (512) 305-7700

Complaints may be submitted online or by mail according to the instructions on the BHEC website.

**Texas Medical Board (If Applicable)**

If a concern involves medical treatment or a medical provider associated with care, a complaint may also be filed with the Texas Medical Board.

**Texas Medical Board**

**Website:** <https://www.tmb.state.tx.us>

**Phone:** (512) 305-7030

**Filing a Privacy Complaint Under HIPAA**

If you believe your privacy rights under HIPAA have been violated, you may file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights.

**U.S. Department of Health and Human Services**

Office for Civil Rights (OCR)

**Website:** <https://www.hhs.gov/ocr/privacy/hipaa/complaints>

**Phone:** (800) 368-1019

HIPAA complaints generally must be filed within 180 days of when you knew or should have known about the issue.

**No Retaliation**

A Strand of Hope Counseling will not retaliate against any client for filing a complaint with the practice, a licensing board, or a government agency.

*This information is provided to support client rights under HIPAA and Texas state law and is not intended to limit or replace any legal remedies available to clients.*