

# Client Information

The Texas State Board of Examiners of Professional Counselors, licenses and regulates Licensed Professional Counselors in Texas.

The Board's mission is to protect the people of Texas by ensuring professional counselors are qualified and competent practitioners. The board establishes qualifications for licensure, as well as the ethical standards to practice as a professional counselor in the state of Texas.

## How to File a Complaint

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Complaints must be submitted to the Council on an approved complaint form or you may call or write and request the complaint form be mailed to you.

It is important to realize that by signing the complaint form, you are waiving confidentiality as it is necessary for the Enforcement Division to review your complaint.

NOTE: The Council may accept, but is not obligated to investigate, a complaint that lacks sufficient information to identify the source or the name of the person who filed the complaint.

Generally speaking, complaints must be filed within five years of the date of the termination of services to be considered timely. However, complaints alleging sexual misconduct may be filed within seven years after the date of termination of services or within five years of the patient/client turning 18, whichever is later.

Texas Behavioral Health Executive Council  
Attn: Enforcement Division  
1801 Congress Ave., Ste. 7.300  
Austin, Texas 78701  
Enforcement@bhec.texas.gov