

File a Consumer Complaint

Here's what you need to know before you file a complaint:

- Read about the types of complaints you can file and pick the complaint form that addresses your problem.
- Take a moment to prepare and have important information on hand.
- Learn what information you will need to include in your complaint.
- Know that under Texas law your complaint is open to the public.
- Remember that the Office of the Attorney General cannot give you legal advice.

How to prepare to file your online complaint:

Before you begin to fill out your complaint form, make sure you have important information on hand, including the name of the business you're complaining about and contact information for the business such as its full address.

Be ready to complete the complaint form in full because the system **cannot save** your in-progress complaint.

Tip: Do NOT hit the "back" button on your browser, or your submission will be cleared.

The form asks you to provide a clear statement of the problem you are having. In this statement, include important information and relevant dates.

Important information may include:

- The name of the business or individual you're filing a complaint against;
- The business/individual's full address, including zip code;
- A detailed description of your complaint;
- Transaction dates and amounts;
- Contract information;
- Payment information;
- Business websites and email addresses; and
- Any steps you have taken to resolve your complaint, including your communications with the business, the names of any people you spoke with, and their contact information.

If you wish to provide documents that support your complaint, be prepared to upload them. Supporting documents are **not** required but may be helpful in understanding your complaint.

We accept the following document types: .doc, .docx, .xls, .xlsx, .txt, or .pdf; image files of type .jpg, .jpeg, .tif, .tiff, .png, .gif, or .bmp; and audio/video files of type .mp3, .wav, .wma, .mp4, .mkv, .mov, .avi, or .wmv .

The maximum file size limit is 25MB and up to 10 files may be uploaded with your complaint.

Regardless of the form you select, DO NOT INCLUDE sensitive or confidential information in your complaint such as your date of birth, Social Security Number, government-issued ID, or financial account numbers.

After submitting your complaint online, you will receive a confirmation email that includes the unique number assigned to your complaint. Save that email and number, as you may need it if you contact our office in the future related to your complaint.

The number assigned to your complaint is strictly for reference. It does not indicate that any decision has been made regarding the merits of the complaint and does not reflect that the OAG has a case or investigation pending.

Unless further information is needed, you may not be contacted by our office again regarding your complaint. Your complaint will be reviewed for informational purposes, helping the Attorney General monitor consumer protection issues throughout the State of Texas.

File Your Complaint Online

You will be asked a few questions to determine which complaint form best describes your situation. The forms will request specific complaint information depending on the selection you make. Please read below for more information.

- The **General complaint form** is used for complaints about false, misleading, or deceptive business practices. Examples include mismanagement or misuse of charitable funds, not receiving what you paid for, billing or refund issues, misleading advertising, predatory sales tactics, unlawful debt collections, scams, price gouging, social media account issues, or complaints related to disaster relief.
- The **Privacy complaint form** is used for complaints that your personal information is being unlawfully collected, shared, or mishandled by a business. This includes information related to data breaches, complaints about companies that may be violating laws which protect your privacy, and complaints related to artificial intelligence (AI) systems. [Read more about Privacy.](#)

How to File a Complaint with BHEC

Complaints must be submitted to the Council on an approved complaint form, which may be downloaded from the Forms and Publications webpage or by copying the link below. Alternatively, you may call or write and request the complaint form be mailed to you.

BHEC Complaint Form

(<https://bhec.texas.gov/discipline-and-complaints/how-to-file-a-complaint/>)

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.

Instructions for completing the complaint form

State in simple, narrative language why you believe a violation has occurred, and be sure to include all documents and materials you believe to be important to the investigation of your complaint.

The failure to respond to questions or requests for information from agency staff may result in the dismissal of the complaint.

NOTE: All documents and materials gathered by or submitted to the Council during the course of an investigation are confidential and will not be returned to the submitting party once the complaint is resolved. Moreover, investigation materials may be disclosed only to those individuals identified in Section 507.205(b) of the Occupations Code. Thus, complainants are encouraged to keep a copy of any materials submitted.

Special Requirements for Complaints Related to Court Ordered Evaluations

Complaints arising out of or related to a court ordered evaluation may not be filed prior to entry of judgment or final order by the trial court, or dismissal of the case, and must comply with 22 TAC 884.3. Complaints subject to 22 TAC 884.3 must include the following information or an explanation as to why the information is not available:

- A copy of the court order appointing the licensee to conduct the evaluation, or alternatively, a transcript or excerpt therefrom or written statement from an attorney-of-record in the case reflecting the licensee's appointment;
- A copy of the licensee's expert report, or a statement that no such report was produced or provided;
- A copy of any judgment, final order, or dismissal entered by the trial court; and
- A copy of any documents provided by the licensee describing the costs of services, the nature of the services provided, as well as any limitations associated with those services, or a statement that no such documents were provided.

A complaint subject to 22 TAC 884.3 will be dismissed unless the complainant can show:

- The respondent (the person against whom the complaint is filed) was disqualified or struck as an expert witness by the trial court;
- The respondent's opinion or inferences (i.e. testimony or report) complained of were ruled inadmissible by the trial court;
- A written report by a qualified expert that explains the manner in which the respondent's opinion or report failed to meet the requirements of the applicable law;
- A letter from an attorney reflecting an opinion as to the manner in which the respondent's opinion or report failed to meet the requirements of the applicable law; or
- The agency would be likely to prevail at a hearing before SOAH based upon the information provided.

Records Request Policy

What Records Are Available

Clients may request copies of certain parts of their clinical record, which typically include:

- Intake and consent forms
- Treatment plans
- Progress notes (also called session summaries)
- Billing records

How to Request Your Records

To request a copy of your records, please follow these steps:

1. Submit a written request. Requests must be made in writing and signed by the client (or legal guardian, if applicable). The request should specify:

- The records you are requesting
- Whether you would like copies sent electronically or by mail
- The address or secure email where records should be sent

2. Provide identification. For privacy and security, we may require a copy of a valid photo ID before releasing records.

3. Allow time for processing. Requests are typically fulfilled within 15 business days, in accordance with Texas regulations. If additional time is needed, you will be notified.

Fees for Records

Texas law allows providers to charge a reasonable fee for copying and preparing records. Any applicable fees will be communicated to you in advance, and records will be released once payment is received.

Records for Minors

For clients under the age of 18, records are generally released to a parent or legal guardian with the legal authority to consent to treatment. In some cases, portions of the record may be withheld if releasing them could reasonably be expected to cause harm to the minor or the therapeutic relationship, as allowed by law.

Third-Party Requests (Attorneys, Schools, Other Providers)

Records will only be released to third parties (such as attorneys, schools, or other providers) with a valid written authorization signed by the client or legal guardian. Requests for records for legal purposes may require additional processing time.

Questions or Concerns

If you have questions about what records are available, how to make a request, or whether certain information can be released, we encourage you to email or call Kimberly Harrington-Delado @ 512-393-9195 or kim.harringtondelgado@gmail.com.