

## Filing Complaints

You have a right to have your complaints heard and resolved in a timely manner. Please reach out to me via email at [cynthiadlf@gmail.com](mailto:cynthiadlf@gmail.com) or phone at 512-497-3001 to request a meeting to discuss your concerns.

If we cannot work things out to your satisfaction, you may file a complaint with my licensing board:

Texas Behavioral Health Executive Council  
1801 Congress Avenue, Suite 7.300  
Austin, TX 78701  
Telephone: 1-800-821-3205

Link to Complaint Form: <http://www.bhec.texas.gov/wp-content/uploads/2020/07/BHEC-Complaint-Form.pdf>.

If you have a complaint concerning the HIPAA Privacy Regulations, you may contact the U. S. Department of Health and Human Services, Office for Civil Rights, at: [OCRMail@hhs.gov](mailto:OCRMail@hhs.gov).

If you believe that you have a Consumer Complaint regarding the privacy and security of your health information, you may contact the Texas Office of the Attorney General and file a consumer complaint by clicking this link:

<https://www.texasattorneygeneral.gov/consumer-protection/health-care/patient-privacy>