

# NOTICE REGARDING CONSUMER ACCESS TO HEALTH RECORDS & COMPLAINTS

## Client Complaint

Clients have the right to express dissatisfaction, appeal service decisions, or file complaints without fear of discrimination, retaliation, or termination of services. If you are dissatisfied with the services you have received, you may file a complaint by submitting your concern in writing to the Director/Executive Program Director of the program from which services were obtained.

Additionally, if you have a complaint about the professional performance of any staff member who is licensed by the State of Texas to practice counseling, you may file your complaint with the licensing board below.

Texas Behavioral Health Executive Council  
333 Guadalupe St., Ste. 3-900  
Austin, Texas 78701  
[www.bhec.texas.gov](http://www.bhec.texas.gov)  
(800) 821-3205

## Client Records Request

Client records are kept for the purpose of documenting services provided, client needs and goals, and continuity of services. Client notes are minimized to only include information necessary to meet this purpose. You have the right to review, comment on and/or receive a copy of your and/or your child's records.

If you wish to request a copy of your records, please follow the procedure as outlined:

- Submit, in writing, your request to access your Denton County Friends of the Family records to the program from which services were obtained. Contact us at 940-382-7273 (Crisis Line) or 940-387-5131 (Front Desk) to obtain a copy of the record request form.
- Your written request must include name, dates of service, birth date, and your original signature.
- If the records of a minor child are requested, the child's legal parent/guardian must submit a written request and provide proof of your rights to the child's records (e.g. custody paperwork).
- You must show proof of identification (photo ID) when requesting and/or picking up records.

Adult client records are kept for seven (7) years after the last date of service, after which, the file contents will be shredded and destroyed. Child client files are kept for five (5) years after the child's eighteenth (18<sup>th</sup>) birthday or seven (7) years after the last date of service, whichever is longer. After which, the file contents will be shredded and destroyed.

## Consumer Complaint

If you believe you have been a victim of fraudulent business practices in the State of Texas, you may contact the Attorney General's Office to file a consumer complaint.

Texas Attorney General's Consumer Complaint Portal

<https://consumerprotection.texasattorneygeneral.gov/consumercomplaintportal/s/>