

Requesting Records

Clients have the right to access their records. A written request is required and can be submitted to the Records Custodian, Jennifer Piazza, MS, LPC. The provider may schedule a time to review them with the client/guardian before release. In some cases, if sharing full records could be harmful, a written summary may be provided instead. Please note, we are unable to release records not produced in our office (such as records we requested from a physician, NP, etc.).

Filing a Complaint

Complaints can be filed by submitting the Councils Complaint Form to:

BHEC

1800 Congress Ave, Ste 7.300

Austin, Texas 78701

Enforcement@bhec.texas.gov

File a consumer complaint with the Office of Attorney General's Consumer Protection

<https://www.texasattorneygeneral.gov/consumer-protection>



**Mind &
Motion**