



MONARCH COUNSELING PLLC

Consumer Access & Complaint Disclosure

Pursuant to *Texas House Bill 4224 (89th Legislature)*, Section 181.105 of the Texas Health & Safety Code, this practice provides the following information so consumers know how to:

Contact the appropriate disciplinary/licensing authority for this practice.

The Texas **Behavioral Health Executive Council (BHEC)** is the regulatory authority that oversees licensed mental health professionals in Texas.

- **Website:** <https://www.bhec.texas.gov>
- **Address:** Texas Behavioral Health Executive Council,
1801 Congress Avenue, Ste. 7.300, Austin, TX 78701
- **Phone:** (512) 305-7700 or toll-free **1-800-821-3205** (Complaints/Enforcement)
- **Email for Enforcement/Complaints:** enforcement@bhec.texas.gov
- You may obtain and submit the required complaint form from the BHEC website, by email, or by mail. [Texas BH Executive Council+1](#)

File a consumer complaint.

If you believe you have a consumer-related issue with services provided or with how your health information has been handled, you have the right to file complaints with the appropriate agencies:

- **Texas Behavioral Health Executive Council (BHEC):** as listed above, using the official complaint form and submission procedures. [Texas BH Executive Council](#)
- **Texas Attorney General – Consumer Protection Division:**
You may file a consumer protection complaint online or by mail with the Texas **Office of the Attorney General** regarding alleged unfair, deceptive, or unlawful business practices.
 - **Online Complaint**
Portal:<https://consumerprotection.texasattorneygeneral.gov/consumercomplaintportal/s/>
 - **Website (general information):**
<https://www.texasattorneygeneral.gov/consumer-protection>
 - **Phone (Consumer Protection Division): (800) 621-0508**
— Complaints may be submitted online; the Attorney General's office provides instructions and forms on its consumer protection webpages. [Texas Attorney General+1](#)

Notice: This information is provided to ensure transparency about your rights to access records and to file complaints, as required by Texas law. This disclosure does not constitute legal advice.