

# Olive Branch Family Therapy

Client Rights Notice – Access to Records & Complaint Information

## Your Rights to Access Health Care Records and File Complaints

### How to Request Your Health Care Records from Olive Branch Family Therapy

• **Submit a Written Request:** Clients may request access to their health care records by submitting a written request via email, mail, or in person. Requests must include the client's full name, date of birth, and a description of the specific records requested. Requests will be processed within the timeframe required by state and federal law.

• **Contact Information:**

1121 Dallas Drive, Suite 6

Denton, TX 76205

Phone: (940) 483-1789

Website: [www.olivebranchfamilytherapy.com](http://www.olivebranchfamilytherapy.com) (forms available online)

### How to Contact the Texas Behavioral Health Executive Council (Licensing Authority)

• **Licensing and Regulatory Questions:** The Texas Behavioral Health Executive Council oversees Licensed Marriage and Family Therapists and Licensed Professional Counselors in the State of Texas.

**Website:** <https://bhec.texas.gov/contact-us/>

### How to File a Consumer Complaint with the Texas Attorney General

• **File a Consumer Complaint:** Clients may submit a complaint online through the Texas Attorney General's Office at: <https://www.texasattorneygeneral.gov/consumer-protection/file-consumer-complaint>