

Kentucky State Board of Psychology  
PO Box 1360  
Frankfort KY 40602

Telephone: (502) 564-3296

FAX: (502) 564-4818

## **Filing a Complaint**

### **What are your rights?**

You have a right to expect a professional standard of care and conduct from a psychologist. If you believe a psychologist has violated Kentucky statutes or regulations, you may send a written complaint to the Kentucky State Board of Psychology. As the body responsible for regulating the psychological profession and protecting the public in matters related to psychology, the Board will review your complaint and take appropriate action.

### **How does the complaint process work?**

Complaints that have been received in writing at the Board office will be acknowledged immediately by letter. A copy of your complaint will be sent to the psychologist for a response. The complaint and response will then be reviewed by the Board members at a subsequent meeting. If no law appears to have been violated, you will receive notification from the Board. If the Board believes a law may have been violated, an investigation will take place. If the Board files formal charges against a psychologist as a result of the investigation, an administrative hearing may be held. This formal hearing involves lawyers, a court reporter, a hearing officer and witnesses. If the Board finds that the psychologist has not met the prescribed standard of care and conduct, it has the authority to impose penalties ranging from a reprimand to a suspension or loss of a license. A penalty may be reached by agreement between the Board and the psychologist.

### **What might I expect from filing a complaint?**

The complaint process is a detailed and careful one, and you should expect some delay. In every case the psychologist will be informed that a complaint has been filed, provided with a copy of the complaint, the name of the complainant, and the disposition of the complaint. Not every complaint results in disciplinary action by the Board if the psychologist has not violated the laws governing the psychological profession. If charges are filed, a hearing may be held similar to a court trial, and it is open to the public. You may be subpoenaed as a witness to provide testimony regarding the case. In this event the Assistant Attorney General assigned to the Board will assist you in preparing for the hearing. If the Board orders a specific sanction, the psychologist has the right to appeal the decision to a court of law thereby resulting in a delay in the decision becoming final. While you may have an opinion regarding the process and outcome of processing your complaint, please remember that the decisions to dismiss or settle a case or propose disciplinary measures are solely the decision of the Board and may be subject to review by the courts.

If the Board files formal charges or takes formal action against a psychologist, most portions of the investigative file will become "public record" which can be viewed by any individual who requests, in writing to do so. The record may include your written complaint, transcripts, or reports of interviews, letters, and other reports. All testimony and evidence admitted in a formal hearing have the status of public record as well. *Patient records obtained in the process of investigation usually can be protected from disclosure as public records.*

Throughout the various stages of the complaint process, you will be kept informed. You will also be advised of the final outcome.

### **How do I make a complaint?**

You should complete the complaint form that accompanies this information sheet. Make sure you give all pertinent information. Please sign the complaint form so that the Board may look further into your concerns. If your complaint refers to treatment of a specific patient, the patient must sign the "Client Agreement to Release Information" form as well. Complaints and release forms should be mailed to:

KENTUCKY BOARD OF PSYCHOLOGY  
PO BOX 1360  
FRANKFORT, KY 40601

Complaint No: \_\_\_\_\_

Date Received: \_\_\_\_\_

## KENTUCKY BOARD OF PSYCHOLOGY Complaint Form

### Person Filing Complaint

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Day Telephone: \_\_\_\_\_ Evening Phone: \_\_\_\_\_

### Patient Information (If Applicable)

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Day Telephone: \_\_\_\_\_ Evening Phone: \_\_\_\_\_

Relationship to person filing complaint: \_\_\_\_\_

### Name of Psychologist

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Day Telephone: \_\_\_\_\_

### Name and phone number of persons who may provide additional information

1. Name: \_\_\_\_\_ Telephone: \_\_\_\_\_ Type of Information: \_\_\_\_\_

2. Name: \_\_\_\_\_ Telephone: \_\_\_\_\_ Type of Information: \_\_\_\_\_

3. Name: \_\_\_\_\_ Telephone: \_\_\_\_\_ Type of Information: \_\_\_\_\_

4. Name: \_\_\_\_\_ Telephone: \_\_\_\_\_ Type of Information: \_\_\_\_\_

### Brief Summary of Complaint

(Please be specific as possible regarding names, dates, locations, and action which you believe to be improper, unethical or unprofessional. Please attach copies of any documents or records pertinent to your complaint.)

By signing this complaint form, I hereby certify that the information is complete and true to the best of my knowledge.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

If your complaint concerns your treatment by the psychologist, please sign and enclose the "Client Agreement to Release Information" form.

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