

A Consumer's Bill of Rights

All consumers of services offered by licensed professionals of the State of Ohio Counselor, Social Worker & Marriage and Family Therapist Board (CSWMFT Board) have the legal right to. . . .

Recieve competent professional services.

Verify the credentials of licensed professionals and to know the names and titles of licensed professionals who provide service.

Services that are respectful and sensitive to your cultural background.

Clear explanations of the services being offered or provided and how much they cost.

Refuse any services offered.

Know what client records will be maintained and how to obtain copies; personally identifiable information normally cannot be revealed without the consumer's consent.

File a complaint with the CSWMFT Board about a licensed professional or an unlicensed practitioner.

Request and be provided reasonable accommodations to access professional services if you are a person with a disability.

You are encouraged to choose professionals who uphold the rights listed above and who also:

- Treat you with courtesy and respect.
- Explain your service options, including their consequences and any follow-up services which may be required or recommended.

For answers to questions about these rights and for more information about what services licensed professionals may provide, contact:

*Counselor, Social Worker & Marriage and Family Therapist Board
77 S High St., 24th Flr, Rm 2468
Columbus, Ohio 43215-6171
Telephone: (614) 466-0912 - Fax: (614) 728-7790
Email: cswmft.info@cswb.state.oh.us*

Professional Misconduct Complaints: Call 614-466-0912 and ask for the Investigation Department.