How do I file a complaint about my treatment?

Contact the State Committee of Psychologists at 573/751-0099 or E-Mail: scop@pr.mo.gov

Complaints usually occur because you believe a professional has committed some form of professional misconduct or is practicing without a license. If you are unsure if misconduct has occurred, you may contact the State Committee of Psychologists for assistance.

After a complaint has been received with the State Committee of Psychologists, an investigation of the complaint occurs. The Board uses the investigators in the Central Investigative Unit of the Division of Professional Registration. Members of the State Committee of Psychologists may be consulted during the investigation. If substantial evidence of misconduct is found, an appropriate disciplinary action will be pursued by the Committee. Outcomes range from a warning letter for the least serious misconduct to license revocation for the most serious. Those who file a complaint are informed of the status and outcome of their cases. Once you've made a complaint, you may be contacted by an investigator but may not need to appear at any hearings. This information is confidential.

What are my rights as a client?

Consumer's Bill of Rights

As a user of services offered by the licensed professionals who ensure our health and safety, you have the right to...

- Receive competent professional services.
- Verify the credentials of licensed professionals and know the names and titles of licensed professionals who provide services.
- Receive clear explanations of the services being offered or provided and how much they cost.
- Refuse any services offered.
- Know what records will be kept and how to get copies; information that identifies you or your relationship with the professional cannot normally be revealed without your permission.
- Request a referral to another licensed professional.
- File a complaint with the State Committee of Psychologists about a licensed professional or an unlicensed practitioner.
- If you are a person with disability, you may request and may be provided reasonable accommodations to access professional services.

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

- Treat you with courtesy and respect, maintain an ethical and professional relationship (without financial, sexual or other expectations).

Consumer Education

Psychology

Provided By:
Missouri State Committee of Psychologists

• What is a Psychologist?

A Psychologist is a health care professional who diagnoses and treats mental, nervous, emotional, and behavioral disorders and ailments. Psychologists may also practice in the areas of industrial/organizational psychology, research, teaching and in schools. In providing services to individuals, organizations, and the public, psychologists apply principles, methods, or procedures of understanding, predicting or influencing behavior.

• What credentials do Missouri psychologists have?

Missouri Psychologists have earned a doctoral degree in psychology or otherwise meet the requirements of Missouri state statutes. Psychologists with doctoral degrees, Ph.D., Psy. D., and Ed. D., have met the same educational requirements stated in the Missouri law. In addition, Missouri psychologists have completed two years of supervised experience and have passed a national licensing exam.

You may also see someone called a "psychological resident" who is someone still in training and not yet licensed. They are supervised by a licensed psychologist who will also have knowledge of your problems. You can contact the supervisor/s at any time and you should know who is supervising your care when you see a psychological intern or resident.

• What services do Missouri psychologists offer?

• They evaluate, counsel and provide psychotherapy for the prevention, diagnosis, and treatment of mental, nervous, emotional, and behavioral disorders.

• They administer and interpret tests of mental abilities and aptitudes, interests, neuropsychological status, personalities and emotions.

• They evaluate and develop rehabilitation plans and treat individuals for addictions, cognitive impairments, neuropsychological disorders and vocational needs.

• They work for business organizations and perform personnel selection, organizational management and assist with evaluating marketing strategies.

• How to verify a Missouri license for a Psychologist:

Missouri Psychologists must display a current Missouri license. This license lists the professional's name, address, and expiration date of the license. Psychologists must renew their licenses every other year to practice in Missouri. Some professionals also display their original Missouri license, diploma, licenses from other states, and membership certificates. For further help, you can also contact the:

State Committee of Psychologists
3605 Missouri Boulevard
P.O. Box 1335
Jefferson City, MO 65102-1335
573/751-0099
573/526-0661 FAX • 800/735-2966 TDD
E-Mail: scop@pr.mo.gov
Web Page: pr.mo.gov/psychologists.asp

• How do I locate a psychologist?

Other consumers or your health care practitioners may be able to refer you to a psychologist. State and local psychological associations often maintain a list of psychologists who provide a variety of services. Psychologists are also listed in the yellow pages of your phone book. The State Committee of Psychologists cannot refer you to a psychologist.

• What questions should individuals with disabilities ask about accessing services?

Ask such questions as whether the service location is physically accessible (curb cuts, ramps, restrooms, etc) as well as whether there is a Telecommunications Device for the Deaf (TDD) and parking for people with disabilities.

• May I have access to my records?

In most circumstances you have a right to review your records and to have a copy of your records (there are exceptions). The psychologist who maintains the records should inform you of the process to obtain the records if you want them.

Psychologists must keep the full and complete record of a client evaluation and treatment for five years from the termination of the service or until the client turns 22 years old, whichever is longer. Then these records can be destroyed.

All psychologists must obtain your consent, or the consent of an authorized person, before releasing your records to anyone, except in circumstances provided for by the law.