

Feedback

We're committed to transparency, professionalism, and protecting your rights as a client. If you have questions about your care, billing, records, professional standards, or other compliance matters, here's how you can get help, whether with us or through official channels.

Positive Feedback & Practice Comments

We love hearing what's working well! If you've had a great experience and want to share it with others, feel free to [leave a review on Google](#) or reach out directly via email: hello@sweetsolacecounseling.com

Your feedback helps us grow and serve our community better.

Filing Complaints or Concerns

If you believe a licensed clinician has acted outside their professional scope, ethics, or Texas law, you may contact the regulatory authority:

Texas Behavioral Health Executive Council (BHEC)

1801 Congress Ave., Suite 7.300

Austin, TX 78701

Phone: (512) 305-7700

Toll-Free: (800) 821-3205

You can learn more about filing a formal complaint with BHEC through their [website](#).

Consumer Protection & Privacy Complaints

If you think your consumer rights were violated — including unfair business practices or privacy concerns related to your personal health information, you may file a report with the [Texas Attorney General's Consumer Protection Division](#). This includes matters like data breach notifications or mishandling of protected health information.

You may also choose to file with the **U.S. Department of Health and Human Services Office for Civil Rights (OCR)** for HIPAA-related concerns.

Accessing Your Records

To comply with Texas record-keeping requirements, we retain clinical records for at least **7 years**, or **5 years after a minor client turns 18**, whichever is later.

If you'd like a copy of your records:

- You can request them through our secure portal, or

- Contact us at **hello@sweetsolacecounseling.com** to arrange delivery.

Administrative fees may apply in accordance with Texas Occupations Code and HIPAA privacy rules.