



Consumer's Bill of Rights

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

- Receive competent professional services.
- Verify the credentials of a licensed professional and know the names and titles of licensed professionals who provide services.
- Receive a Professional Disclosure Statement from the licensee.
- Receive services that are respectful and sensitive to your cultural background.
- Receive 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.
- If you are a person with a disability, you may request and 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
- 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
50 West Broad Street, Suite 1075
Columbus, Ohio 43215-5919
Telephone: 614-466-0912 Fax: 614-728-7790
E-mail: cswmft.info@cswb.state.oh.us

Professional Misconduct Complaints: 614-466-0912 and ask for the investigation department