The State of California requires that all behavioral health providers inform consumers of the appropriate complaint pathways should they have concerns with the services they receive. LifeStance Health provides the appropriate pathways for consumers below and encourages consumers to retain this information should they need to submit a complaint to a California state licensing board anytime in the future.

**NOTICE TO CLIENTS RECEIVING SERVICES FROM AN LCSW, LMFT, LPCC**

The Board of Behavioral Sciences receives and responds to complaints regarding services provided within the scope of practice of (marriage and family therapists, licensed educational psychologists, clinical social workers, or professional clinical counselors). You may contact the board online at [www.bbs.ca.gov](http://www.bbs.ca.gov) , or by calling (916) 574-7830.

[Consumer Complaints - Board of Behavioral Sciences (ca.gov)](https://www.bbs.ca.gov/consumers/consumer_complaints.html)

**NOTICE TO CLIENTS RECEIVING SERVICES FROM A PsyD or PhD**

Individuals who provide psychotherapy or counseling, either in person, by telephone, or over the Internet, are required by law to be licensed. Licensing requirements vary by state. Individuals who provide psychotherapy or counseling to persons in California are required to be licensed in California. Such licensure permits the consumer to pursue recourse against the licensee should the consumer believe that the licensee engaged in unprofessional conduct.

Be a cautious consumer when seeking psychological services over the Internet, or by any other means, by doing the following:

If you believe you have been treated unprofessionally by a Board licensee, either through treatment over the Internet or by any other means, review our information on [filing complaints](https://www.psychology.ca.gov/consumers/filecomplaint.shtml).

**NOTICE TO CLIENTS RECEIVING SERVICES FROM AN MD or DO**

Except for special circumstances, complaints must be filed in writing. Written complaints may be submitted to the Board’s Central Complaint Unit by mail, via fax, or online. For further information regarding the Board’s complaint review process, contact:

Central Complaint Unit

* **Toll-Free:** 1-800-633-2322
* **Phone:** (916) 263-2382
* **Fax:** (916) 263-2435
* **Email:** Complaint@mbc.ca.gov

[File a Complaint | MBC (ca.gov)](https://www.mbc.ca.gov/Consumers/file-a-complaint/)

**NOTICE TO CLIENTS RECEIVING SERVICES FROM AN NP**

The Board of Registered Nursing regulates the practice of registered nurses and certified advanced practice nurses in order to protect the public health, safety and welfare. The Board exists to protect patients by ensuring that registered nurses are competent and safe to practice. The Nursing Practice Act located in the California Business and Professions Code is the body of the law that authorizes the Board to accomplish this.

[The Complaint Process (ca.gov)](https://www.rn.ca.gov/enforcement/complaint.shtml)