

## ***Maryland Board of Examiners of Psychologists ? Information For Filing A Complaint***

### **How Do I File A Complaint?**

1. Read the Specific Instructions for Filing a Complaint. If you are uncertain whether the person you are complaining about is a psychologist, please contact the Board Office (410-764-4787) before completing the Complaint Form.
2. Complete the Complaint Form. This is a separate form that accompanies this Instruction Sheet. All complaints **MUST** be submitted on the Complaint Form.
3. Return the signed copy of the completed Complaint Form to Psychology.Complaints@Maryland.gov
4. Any additional questions regarding your complaint should be directed, in writing, to the Board's Executive Director.

***Need Help? If you or someone you know needs help filing a complaint, please call the Board Investigator at: 410 764-4739***

1. Each person filing a complaint must complete the separate "Complaint Form" accompanying this "Information Booklet". All complaints must be submitted on the "Complaint Form" form.
2. **THE BOARD WILL NOT REVIEW ANY "COMPLAINT FORM" THAT IS NOT AFFIRMED, SIGNED, AND DATED ON PAGE 7 OF THE "COMPLAINT FORM."**
3. Please type or print **legibly** in dark ink. DO NOT type or write outside the ruled margins, or on the back of any page. Type or write "See Continuation Page" if additional pages are required. Attach and number additional pages as necessary.
4. All questions should be filled out as completely as possible. If the information requested is not known, please write "unknown".
5. If you are enclosing documents with the Complaint Form please refer to these documents by a specific reference, such as, "See Attachment A, Page 1, Paragraph 1", (see 8c below).
6. *Item #10.* If you were not the patient or client of the psychologist being named in this complaint, clearly state your relationship to the parties, e.g., "non-custodial parent of minor child who was a patient", "spouse of current patient", "legal guardian of former patient", ordered by a judge to be evaluated by the psychologist", etc.
7. *Item #19.* To expedite the investigation of your "Complaint Form", please provide the name, address, and telephone number(s) of any witness to the violation you are alleging. (see 8b below).

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8. *Item #21. Describing your Complaint.*
  - a. It is **NOT** necessary to refer to the specific law or regulation that you believe was violated. Your emphasis should be on providing necessary factual information rather than conclusions. However, if you are a psychologist alleging that another psychologist has violated the rules or regulations of the Board, you should cite the specific rule or regulation you believe was violated. Please remember that the Attorney General's Office and the Board will make their own determinations as to the nature of the violation.
  - b. In the description of your complaint, you should be specific, including dates and locations of alleged violations and witnesses, if any.
  - c. Include copies of any documents, e.g., a service agreement, bill for services, or psychological evaluation, that relate to the violation you are alleging.
9. *Item #23. Refusal to release necessary records may significantly limit the investigation of your complaint.*
10. *Release of Medical and Psychological Records (pgs. 8-9).* Normally we need to examine the psychologist's records that pertain to the services provided to you and the matters set forth in the complaint. A second release of information is provided if you know that **additional** records from a **separate** source will also be important to the investigation of your complaint