**Confidential Counseling Services**

881 FM 2882, MP TX. 75455, 903-285-5121

Joseph D. Hayes MS,LPC,NCC.

**Texas State Board of Examiners of Professional Counselors Complaint Process & Treatment INFO.**

(1) An individual who wishes to file a complaint against a Licensed Professional Counselor may write to:

***Complaints Management and Investigative Section   
P.O. Box 141369   
Austin, Texas 78714-1369***

**or call 1-800-942-5540 to request the appropriate form or obtain more information. *This number is for complaints only.***

(2) In the event of my death, counseling records will be with my son Dylan Hayes 877 FM 2882, MT. Pleasant TX. 75455. Being that he is not a counselor, an order to turn over copies of such records by the local Judge would be needed before he can copy the records and give to my previous clients.

(3). A $35 coping and handling fee is charged for requests of records.

(4) Records will be converted to electronic copies and stored after services are completed. The timeline for holding records is they will be destroyed/deleted after 6 years of last client appearance. Children's records whom were in counseling will have the 6 years start on their 18th birthday and records will be destroyed on their birthday of 22 years old.

(5) **No guarantees concerning effectiveness or outcomes of counseling/ undergoing treatment are implied by Joseph D. Hayes. Counseling is an inexact science and makes no warranties as to outcome be it positive or negative.** No one can guarantee human behavior, thoughts, or perception of feelings.

(6) A copy of this form will be given upon request.

(7) If you become a danger to yourself or others, then you will need to call 911. Joseph Hayes does not do crisis counseling. Nor does he check email, voicemail or letters written to him and placed in his office on a timely basis. Any out cries of suicidal behavior, homicide, self-harming or threats in any form or fashion, upon discovery by Mr. Hayes will immediately warrant a counselor and patient relationship terminated with treatment only continuing as a referral to another practitioner or facility.

(8) The counseling treatment may be terminated by the counselor Joseph Hayes MS, LPC,NCC. perception in doing so is the appropriate action, even if you the client or another professional disagree with the action.

Sign below in agreement

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Client Date Counselor Date