Complaints

Administrative issues encountered when dealing with the Medical, Counseling, or Health Education departments of the SHC may be reported to Shawn R. Gray, Assistant Vice President of Health, Wellness and Accessibility. Call 409-880-8466 to schedule an appointment with Ms. Gray.

Complaints regarding services provided by SHC staff may be reported to the appropriate state licensing board as listed below.

**Physician Complaints**

Physician complaints are made to the Texas Medical Board. Request a complaint form by phone at 800.201.9353 or print the form online at [https://www.tmb.state.tx.us/page/complaints](https://www.tmb.state.tx.us/page/complaints). Mail paper form to:

INVESTIGATIONS DEPARTMENT MC-263  
P.O. BOX 2018  
Austin, TX 78768-2018

**Pharmacy or Pharmacist Complaints**

Pharmacy or pharmacist complaints: request a form be mailed to you by phone at 800.821.3205, option 5, or fill out the form online at [https://www.pharmacy.texas.gov/consumer/complaintform.asp](https://www.pharmacy.texas.gov/consumer/complaintform.asp).

**Nurse or Nurse Practitioner Complaints**

Nurse or nurse practitioner complaints: request a form by phone at 800.821.3205 or 512.305.6876 or obtain an electronic copy. Mail paper form to:

Texas Board of Nursing, Enforcement Division  
Ste 3-460  
333 Guadalupe  
Austin, TX 78701-3944

**Licensed Professional Counselors or Licensed Clinical Social Workers Complaints**

Licensed Professional Counselors or Licensed Clinical Social Workers complaints: Call 800.942.5540 to have a form mailed to you, obtain the form electronically at [https://www.dshs.texas.gov/plc/plc_complain.shtm](https://www.dshs.texas.gov/plc/plc_complain.shtm), or write to:

Complaints Management and Investigative Section  
PO Box 141369  
Austin, TX 78714-1369