



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>. 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>.

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, or write to:

Complaints Management and Investigative Section

PO Box 141369

Austin, TX 78714-1369