

# A Consumer's Bill of Rights

*All consumers of services offered by licensed professionals of the State of Ohio Counselor, Social Worker & Marriage and Family Therapist Board (CSWMFT Board) have the legal right to. . . .*

**R**ecieve competent professional services.

**V**erify the credentials of licensed professionals and to know the names and titles of licensed professionals who provide service.

**R**ecieve a Professional Disclosure Statement from the licensee.

**R**ecieve services that are respectful and sensitive to your cultural background.

**R**ecieve clear explanations of the services being offered or provided and how much they cost.

**R**efuse any services offered.

**K**now what client records will be maintained and how to obtain copies; personally identifiable information normally cannot be revealed without the consumer's consent.

**F**ile a complaint with the CSWMFT Board about a licensed professional or an unlicensed practitioner.

If you are a person with a disability, you may request and be provided a reasonable accommodation to access professional services.

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You are encouraged to choose professionals who uphold the rights listed above and who also:

- Treat you with courtesy and respect.
- Explain your service options, including their consequences and any follow-up services which may be required or recommended.

For answers to questions about these rights and for more information about what services licensed professionals may provide, contact:

*Counselor, Social Worker & Marriage and Family Therapist Board  
50 West Broad Street, Suite 1075  
Columbus, Ohio 43215-5919  
Telephone: (614) 466-0912 - Fax: (614) 728-7790  
Email: [cswmft.info@cswb.state.oh.us](mailto:cswmft.info@cswb.state.oh.us)*

**Professional Misconduct Complaints:** Call 614-466-0912 and ask for investigation department