

DATE RECEIVED: _____

COMPLAINT NO.: _____

**KENTUCKY BOARD OF LICENSURE FOR
MARRIAGE AND FAMILY THERAPISTS**

<http://mft.ky.gov>

Complaint Form

Person Filing Complaint

Name: _____

Address: _____ City: _____ State: _____ Zip Code _____

Day Telephone: (____) _____ Evening Telephone: (____) _____

Email: _____

[Client Information

(if applicable)]

Name: _____

Address: _____ City: _____ State: _____ Zip Code _____

Day Telephone: (____) _____ Evening Telephone: (____) _____

Relationship to person filing complaint: _____ }

Name of Therapist

Name: _____

Address: _____ City: _____ State: _____ Zip Code _____

Day Telephone: (____) _____

Name and phone number of persons who may provide additional information

1. Name _____ Telephone: (____) _____ Type of Information _____

2. Name _____ Telephone: (____) _____ Type of Information _____

3. Name _____ Telephone: (____) _____ Type of Information _____

4. Name _____ Telephone: (____) _____ Type of Information _____

Brief Summary of Complaint

(Please list all facts relevant to this complaint. Please be as specific as possible regarding names, dates locations, and actions which you believe to be improper, unethical or unprofessional.)

Lined area for writing the complaint.

By signing this complaint form, I hereby certify that the information is complete and true to the best of my knowledge.

Signature: _____ Date: _____

If your complaint concerns your treatment by this therapist, please sign and enclose the “Client Agreement to Release Information” form.

Send to:	KY Board of Licensure for Marriage and Family Therapists	Phone: (502) 782-8809
	PO BOX 1360	Fax: (502) 564-4818
	FRANKFORT KY 40602	

Authorization for Release of Medical and Client Records to the Kentucky Board of Licensure for Marriage and Family Therapists

I, _____, the undersigned, do hereby authorize the full release of any and all medical and psychological records, billing information, and medical and psychological reports from _____ a Licensed Marriage and Family Therapist, regarding the medical and psychological history, diagnosis, and treatment of _____ while a [patient] client of the therapist to the Kentucky Board for Marriage and Family Therapists or any authorized agent or investigator for the Board.

I understand that the above records may be used by the Board in the investigation and possible disciplinary prosecution under KRS Chapter 335 against the therapist. I further understand that the Board will make reasonable efforts to protect the confidentiality of my records under KRS 61 and KRS 13B, or other applicable law.

A photocopy of this authorization shall be deemed as an original.

This authorization shall be effective for one year from the date of signing.

Date

Signature of [patient] client, or parent/legal guardian of [patient] client under 18 years old

Kentucky Board of Licensure for
Marriage and Family Therapists
PO Box 1360
Frankfort KY 40602
<http://mft.ky.gov>

Telephone: (502) 782-8809

FAX: (502) 564-4818

Filing a Complaint

What are your rights?

You have a right to expect a professional standard of service and conduct from a marriage and family therapist. If you believe a therapist has violated Kentucky statutes or regulations, you may send a written complaint to the Kentucky Board of Licensure for Marriage and Family Therapists. As the body responsible for regulating the marriage and family therapy profession and protecting the public in matters related to marriage and family therapy, the Board will review your complaint and take appropriate action.

How does the complaint process work?

Complaints that have been received in writing at the Board office will be acknowledged immediately by letter. The complaint will then be forwarded to the therapist for their response. Once the response is received, the complaint and response will be reviewed by the Board's Complaint Review Committee at the next board meeting. If no law appears to have been broken, you will receive notification from the Board. If the Board believes a law may have been broken, an investigation will take place. If the Board files a formal complaint [charges] against a therapist or his/her agency as a result of the investigation, an administrative hearing may be held. This formal hearing involves lawyers, a court reporter, a hearing officer and witnesses. If the Board finds that the therapist has not met the prescribed standard of service and conduct, it has the authority to impose penalties ranging from suspension or loss of a license to a reprimand. A penalty may be reached by agreement between the Board and the therapist.

What might I expect from filing a complaint?

The complaint process is a detailed and careful one, and you should expect some delay. In every case the therapist or his/her agency will be informed that a complaint has been filed, the name of the complainant, and the disposition of the complaint. Not every complaint results in disciplinary action by the Board if the therapist has not violated the laws governing the practice of marriage and family therapy. If charges are filed, a hearing may be held similar to a court trial, and it is open to the public. You may be subpoenaed as a witness to provide testimony regarding the case. In this event the Assistant Attorney General assigned to the Board will assist you in preparing for the hearing. If the Board orders a specific sanction, the therapist has the right to appeal, and a final decision may be delayed in the courts. While you may have an opinion regarding the process and outcome of processing your complaint, please remember that the decisions to dismiss or settle a case or propose disciplinary measures are solely the decision of the Board and may be subject to review by the courts.

If the Board files formal charges or takes formal action against a therapist, most portions of the investigative file will become a "public record" which can be viewed by any individual who requests to do so. The record may include your written complaint, transcripts, or reports of interviews, letters, and other reports. All testimony and evidence admitted in a formal hearing have the status of public record as well. *Client records obtained in the process of investigation usually can be protected from disclosure as public records.*

Throughout the various stages of the complaint process, you will be kept informed. You will also be advised of the final outcome.

How do I make a complaint?

You should complete the complaint form that accompanies this information sheet. Make sure you give all pertinent information. Please sign the complaint form so that the Board may look further into your concerns. Complaints should be mailed to:

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PO Box 1360
Frankfort, KY 40602**

**Phone: (502) 782-8809
Fax: (502) 564-4818**



KENTUCKY BOARD OF LICENSURE FOR MARRIAGE & FAMILY THERAPISTS

PUBLIC PROTECTION CABINET – DEPARTMENT OF PROFESSIONAL LICENSING

P.O. Box 1360, Frankfort, Kentucky 40602

500 Mero Street, Second Floor, Frankfort, Kentucky 40601 (Overnight Delivery Only)

Phone: (502) 782.8809 | Fax: (502) 564.4818 | Website: mft.ky.gov | Email: mft@ky.gov

Complaint Form

Complainant:

Name: _____

Address: _____ City: _____ State: _____ Zip Code: _____

Daytime Telephone: _____ Evening Telephone: _____

Email: _____

Therapist Respondent:

Name: _____

Address: _____ City: _____ State: _____ Zip Code: _____

Daytime Telephone: _____ Evening Telephone: _____

Email: _____

Brief Summary of Complaint

Please list all facts relevant to this complaint. Please be as specific as possible regarding names, dates, locations, and actions which you believe to be improper, unethical or unprofessional. Please type or print your information clearly.

DPL-MFT-12

Rev. August 2026

KRS 335.305(1), 335.348,

335.350, and 335.399

201 KAR 32:070



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Please include documentation in support of your complaint.

By signing this complaint form, I hereby certify that the information is complete and true to the best of my knowledge.

Signature: _____

Date: _____

*Signature of client, or parent/legal guardian of
client under the age of 18 years old*

If your complaint concerns your treatment by this therapist, please sign and enclose the “Client Agreement to Release Information” form.



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I understand that the above records may be used by the Board in the investigation and possible disciplinary prosecution under KRS Chapter 335 against the therapist. I further understand that the Board will make reasonable efforts to protect the confidentiality of my records under KRS 61 and KRS 13B, or other applicable laws.

A photocopy of this authorization shall be deemed an original.

This authorization shall be effective for one year from the date of signing.

Signature: _____

Date: _____

*Signature of client, or parent/legal guardian of client
under the age of 18 years old*



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Filing a Complaint

What are your rights?

You have a right to expect a professional standard of service and conduct from a marriage and family therapist. If you believe a licensee has violated Kentucky statutes or regulations, you may send a written complaint to the Kentucky Board of Licensure for Marriage and Family Therapists. As the body responsible for regulating the marriage and family therapy profession and protecting the public in matters related to marriage and family therapy, the Board will review your complaint and take appropriate action.

How does the complaint process work?

Complaints that have been received in writing at the Board office will be acknowledged in writing. The complaint will then be forwarded to the licensees for their response. Once all responses have been received, the complaint and responses will be reviewed by the Board's Complaint Committee at the next board meeting. If no law appears to have been violated, you will receive notification from the Board. After review, if the Board decides to take action, the Board will file an administrative action against a licensee or his/her agency, and an administrative hearing may be held. This formal administrative hearing will be conducted under the provisions of KRS Chapter 13B. This process will involve a hearing officer, evidence and witnesses, and may include lawyers. If after a hearing the Board finds that the licensee violated the Statutes or Regulations, it has the authority to impose penalties including reprimand, fines, suspension or loss of a license.

What might I expect from filing a complaint?

The complaint process is a detailed and careful one, and you should expect some delay. In every case the therapist or his/her agency will be informed that a complaint has been filed, the name of the complainant, and the disposition of the complaint. Not every complaint results in disciplinary action by the Board if the therapist has not violated the laws governing the practice of marriage and family therapy. If an administrative action is filed, a hearing may be held similar to a court trial, and it is open to the public. You may be subpoenaed as a witness to provide testimony regarding the case. If the Board enters an order imposing a specific sanction, the licensee has the right to appeal. While you may have an opinion regarding the process and outcome of processing your complaint, please remember that the decisions to dismiss or settle a case or propose disciplinary measures are solely the decision of the Board and may be subject to review by the courts.

If the Board files an administrative action or enters into an informal settlement with a licensee, the investigative file will become a "public record" which can be viewed by any individual who requests to do so. The record may include your written complaint, transcripts, or reports of interviews, letters, and other reports.



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All testimony and evidence admitted in a formal hearing have the status of public record as well. *Confidential client records obtained in the process of investigation retain protected status from disclosure as public records.*

Throughout the various stages of the complaint process, you will be kept informed. You will also be advised of the final outcome.

How do I make a complaint?

You should complete the complaint form that accompanies this information sheet. Make sure you provide all relevant and pertinent facts and information. Please sign the complaint form so that the Board may look further into your concerns. Complaints should be mailed to the address listed above.