



Board of Behavioral Sciences



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Gavin Newsom, Governor
State of California

Business, Consumer Services and Housing Agency
Department of Consumer Affairs

REQUIREMENT TO PROVIDE NOTICE TO PSYCHOTHERAPY CLIENTS

Beginning July 1, 2020, all mental health counselors, whether licensed or unlicensed, will be required to provide a notice to each of their clients stating where they can file a complaint. (AB 630, Chapter 229, Statutes of 2019)

When do I Provide This Notice?

For new clients, you are required to provide this notice prior to initiating psychotherapy services. For existing clients, provide the notice as soon as possible after July 1, 2020.

You may provide the notice before July 1, 2020 if you wish.

If I am not Licensed or Registered with the Board of Behavioral Sciences (Board), but Providing Counseling in an Exempt Setting, What Does the Notice Need to Say?

If you are unlicensed or unregistered with the Board but providing services within the scope of practice of Board licensees in an exempt setting (a governmental entity, a school, college, or university, or an institution that is both nonprofit and charitable), you are required to provide your clients with a notice about how to file a complaint with your agency. The fact that your setting is considered exempt is conditional upon you doing this.

The notice must be in at least 12-point font, and must be in substantially the following form:

NOTICE TO CLIENTS

The (Name of office or unit) of the (Name of agency) receives and responds to complaints regarding the practice of psychotherapy by any unlicensed or unregistered counselor providing services at (Name of agency). To file a complaint, contact (Telephone number, email address, internet website, or mailing address of agency).

If I am Licensed or Registered with the Board of Behavioral Sciences (Board), What Does the Notice Need to Say?

If you are a Board licensee or registrant, you must provide your clients with a notice in at least 12-point font, that substantially states the following:

NOTICE TO CLIENTS

The Board of Behavioral Sciences receives and responds to complaints regarding services provided within the scope of practice of (marriage and family therapists, licensed educational psychologists, clinical social workers, or professional clinical counselors). You may contact the board online at www.bbs.ca.gov, or by calling (916) 574-7830.