



NORTH CAROLINA MARRIAGE AND FAMILY THERAPY LICENSURE BOARD

Post Office Box 5549, Cary, NC 27512

Phone: (919) 469-8081 Fax: (919) 336-5156

Email: ncmftlb@nc.rr.com Web: www.ncmft.org

Complaint Process

If you wish to file a complaint against a North Carolina licensed marriage and family therapist, you may do so by placing that complaint in writing and sending it to the North Carolina Marriage and Family Therapy Licensure Board.

The NC Marriage and Family Therapy Licensure Board endorses the code of ethics established and published by the American Association for Marriage and Family Therapy. You may cite the ethical code(s) you believe are applicable. Go to www.aamft.org to view the code or click this link (http://www.aamft.org/imis15/Content/Legal_Ethics/Code_of_Ethics.aspx).

The board will assign your complaint a number so no names will be known to anyone but the board attorney, administrator, and ethics chair. Once the complaint has been received, notification is sent to the counselor against whom the complaint was filed allowing him or her to respond to the alleged charges. If necessary, the board will investigate the complaint and issue a ruling after gathering all necessary information. Investigations will not be made unless complaints are in writing and signed by the complainant.

The completed complaint form is received in the Board's office. The complaint is logged into a database and assigned a complaint number. The marriage and family therapist is sent a letter and a copy of the complaint and is given an opportunity to respond in writing to the complaint. A letter is also sent to the person filing the complaint acknowledging the receipt of the complaint and informing the person of the complaint number. After receiving the complaint number any additional information forwarded to the Board's office should include the complaint number so it can be easily identified as additional information to the complaint.

Copies of the complaint are also forwarded to the Board's Ethics Committee for review. When the therapist's response is received, this is also forwarded to the members of the Ethics Committee.

The Ethics Committee reviews with the Board, at its next scheduled meeting, details of the complaint received and the response from the therapist. The Board makes a decision as to what the next step should be. The Board meets approximately every three months.

All complaints must follow due process and are not immediately resolved.



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COMPLAINT FORM

Assigned Complaint # _____ (MFT Licensure Board Use Only)

	Complainant (person making complaint)	Therapist Name (person complained about)
Name		
Address		
City State Zip		
Phone		
Email		
Website of therapist		

Is this person licensed as a Marriage and Family Therapist in North Carolina?

Yes No Unknown MFT License Number if known _____

Date(s) of alleged violation(s) _____

Have you discussed this situation with the therapist?

Yes No

I am or have been a client of the person about whom I am making a complaint.

Yes No

Have you taken any other action? Yes No

If yes, describe.

Assigned Complaint # _____ (MFT Licensure Board Use Only)

List names, addresses, phone numbers and relationship to situation of persons who could give information or may be potential witnesses.

Name	Name
Address	Address
City, State, Zip	City, State, Zip
Phone	Phone
Email	Email
Relationship to Matter	Relationship to Matter

Name	Name
Address	Address
City, State, Zip	City, State, Zip
Phone	Phone
Email	Email
Relationship to Matter	Relationship to Matter

Type or print (black ink only) a detailed description of the ethical and/or legal violations here – attach additional pages if needed. The Code of Ethics may be reviewed via a Quick Link at www.nclmft.org – public resources section.

