

Ashley Gutierrez M.S., LPC-A, NCC

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CONSUMER RIGHTS & COMPLAINT NOTICE

(In compliance with Texas House Bill 4224 and Section 181.105 of the Texas Health & Safety Code)

Under Texas law, Ashley Gutierrez Therapy, PLLC is required to provide consumers with clear instructions on how to access their health care records, contact our state licensing authority, and file a consumer complaint.

1. Requesting Your Health Care Records

You have the right to request access to the health care records maintained by this practice. To request a copy of your records, please submit a written request via email or mail to:

Ashley Gutierrez Therapy, PLLC

Email: Ashleygutierreztherapy@gmail.com

Mailing Address: 5900 Balcones Dr Suite 100, Austin TX 78631

Your written request must include:

- Your full name and date of birth
- Preferred contact information (phone number and email)
- A brief description of the specific records you are requesting
- Your preferred method of delivery (e.g., secure client portal or mailed paper copy)

Please note: Requests are processed in accordance with applicable state and federal laws. Identity verification is required, and allowable copying/processing fees may apply.

2. Contacting the Licensing & Disciplinary Authority

My practice is regulated by the Texas Behavioral Health Executive Council (BHEC). I am a Licensed Professional Counselor - Associate (LPC-A) practicing under the clinical supervision of Dr. Bernadette H. Solórzano, PsyD, LPC-S.

If you have questions regarding provider licensure, professional standards, or wish to submit a disciplinary concern regarding the services you received, you may contact BHEC directly:

Texas Behavioral Health Executive Council (BHEC) George H.W. Bush State Office Building 1801 Congress Ave., Ste. 7.300 Austin, Texas 78701 Phone: (512) 305-7700 or (800) 821-3205 Website: <https://bhec.texas.gov>

3. Filing a Consumer Complaint

In addition to contacting the licensing board (BHEC) above, Texas consumers also have the right to file a formal consumer complaint with the state. Complaints regarding access to health care records, privacy matters, or business practices can be filed with the Office of the Texas Attorney General – Consumer Protection Division.

Office of the Texas Attorney General - Consumer Protection Division To file a complaint or view current instructions, please visit their official website: <https://www.texasattorneygeneral.gov/consumer-protection>