

Agency Mission:

The mission of the Texas State Board of Examiners of Psychologists is to protect the public by ensuring that psychological services are provided to the people of Texas by qualified and competent practitioners who adhere to established professional standards.

In accordance with state law, the Board establishes licensing and enforcement procedures which are applied consistently and in an equitable manner to all customers. The Board is committed to providing services to its customers in an honest, fair, professional, cost-efficient, and easily accessible manner.

Customer Services Provided

The Board's licensing services include the review of the qualifications of applicants and the administration of examinations in order to identify those applicants who meet the standards of licensure set by the Board. The Board investigates complaints against licensees and assigns disciplinary action to licensees who violate the rules of the Board and/or state laws applicable to the practice of psychology.

Communications with the Board

Regular communications with the Board and its staff can be made by telephone and in writing.

Telephone Calls:

A caller can expect to talk to the agency's receptionist within an average of five rings; the receptionist should make one transfer of the call to the appropriate staff person to address the caller's inquiry. All calls are received at the Board office Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding state holidays. If the staff person that the caller needs to speak to is unavailable on the day of the call, the caller may leave a voice mail or a written message and expect a return call within 24 hours.

Letters:

Letters to the Board are reviewed by the Board at the next regularly scheduled Board meeting, if received at least three weeks prior to the meeting. Letters to the staff are responded to within two weeks, unless it becomes necessary to obtain a response from the Board. If a letter must be held and presented to the Board, a letter to this effect is provided to the writer of the inquiry within two weeks of receipt.

Telecopier:

The Board receives faxes in limited situations, due to the requirement in licensing for verifiable documents.

E-Mail:

E-mail is accepted for the purpose of open record requests. This e-mail address is openrecords@tsbep.state.tx.us

Response Times for Customer Services

The Board strives to provide all services to its customers in a timely manner.

- An applicant who successfully passes the required examinations will be licensed in up to 8 weeks.
- A complaint filed against a licensee for whom a violation of a Board rule or state law can be substantiated will be resolved within 24 months. A complaint filed against a licensee which cannot be substantiated will be resolved within 12 months.

Publications

A copy of the Psychologists' Licensing Act and the Board's current rules are available for download under the menu item ' [Act and Rules of the Board](#) .'

The agency's biannual newsletter is free of charge on the agency's website.

Additionally, the Board has made available on its website under the menu item ' [How to File a Complaint](#) ' a description of the Board's procedures for complaint investigation and resolution.

Individuals wishing to obtain a listing of all current licenses, their addresses, and telephone numbers in both alphabetical and geographical formats may view the Annual Roster online under menu item ' [Public Information on Licensees](#) '. This information is updated once a year.

For the most up to date information about the status of a licensee, the address, and telephone number, the individual may call the Board office and this information will be provided by the receptionist.

Concerns Regarding Board Services

Any individual who has concerns regarding the Board or its services should write to the Executive Director, who is also the agency's designated customer service representative. Each concern is given top priority and is responded to within two weeks. Should the Executive Director not be able to resolve a concern, it is referred to the Board and the individual is provided a written response from the Board.

Darrel D. Spinks
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