INSURANCE 101

PSYCHE
the policy for psychology

LICENSING BOARD COMPLAINTS — WHAT THEY MEAN AND HOW YOUR COVERAGE HELPS

Receiving notice of a licensing board complaint can be one of the most stressful moments in a clinician's career. Even the most careful, ethical professionals can face allegations that their care, documentation, or boundaries fell short of expectations.

A complaint does not mean you did anything wrong. It simply means that a client, family member, or third party has raised a concern that the board is obligated to review. Still, the process can be time-consuming, expensive, and emotionally draining. That is why knowing how your insurance coverage applies is so important.

WHAT A LICENSING BOARD COMPLAINT IS

A licensing board complaint is not the same as a malpractice lawsuit. A lawsuit is a civil action for damages, while a board complaint is an administrative matter handled by your state licensing board.

The board's goal is not to assign financial penalties but to ensure professional standards are being met. Outcomes can range from dismissal of the complaint to corrective action or, in rare cases, disciplinary measures that affect your license.

Even if the claim has no merit, you must respond to the board, gather records, and often consult legal counsel. These steps take time and money, which is why strong board defense coverage is a critical part of your professional liability insurance policy.

WHY BOARD COMPLAINTS HAPPEN

Most clinicians will face a complaint at some point in their career, often for reasons unrelated to negligence or misconduct. Common examples include:

- A client or family member disagrees with a treatment decision or outcome.
- A misunderstanding occurs over documentation or confidentiality.
- Boundary concerns arise during or after treatment.
- A complaint is filed after clinical notes are used in another setting, such as a custody or employment matter.

The reasons vary, but the stress and disruption are always real.

HOW YOUR INSURANCE COVERAGE CAN HELP

When a licensing board complaint happens, the support you receive is just as important as the coverage itself. Psyche malpractice insurance coverage includes strong protection for licensing board defense, but it also comes with the guidance of a seasoned claims team that understands the realities of your psychology practice.

Our claims professionals have extensive experience managing complex cases involving psychologists and other mental health providers. They are licensed experts with backgrounds in law, nursing, and insurance, and they work closely with each clinician to make the process as smooth as possible.

From the moment you notify us of a complaint, our team steps in to help you:

- **Assign the right attorney.** We partner with a nationwide network of skilled defense counsel who specialize in behavioral health. You'll be paired with an attorney in your area who understands both state regulations and the nuances of your work.
- **Coordinate your defense.** Our team stays in close contact with your attorney and you throughout the process to ensure a consistent, well-informed strategy.
- **Bring in experts when needed.** If your case involves a particular subspecialty or complex issue, we help retain experts who can provide relevant insight.
- **Protect your voice in the process.** We support your right to participate in every step of your defense and will only resolve a matter with your consent.

Unlike some insurers that reimburse you after the fact for legal expenses, Psyche pays for your defense directly. This means you are not left managing bills or waiting for reimbursement while you focus on responding to the complaint.

Your claim will never be outsourced, and you will never be left to find your own attorney. The same team that manages your policy will stand beside you from start to finish.

With up to **$150,000** in board defense coverage and a claims team that truly understands the practice of psychology. Psyche provides both the financial and professional support you need to move through the process with confidence.

RESPONDING TO A COMPLAINT

If you ever receive notice of a complaint, take the following steps:

1. **Stay calm and review the notice carefully.** Read the letter or email entirely before reacting. It will outline what the board needs from you and the deadline to respond.
2. **Notify your malpractice insurance provider immediately.** Early notice is essential for coverage to apply and for your defense team to be assigned.
3. **Do not contact the complainant directly.** All communication should go through your legal representative assigned to you.
4. **Gather and preserve documentation.** Keep records, emails, and notes organized and secure.
5. **Follow professional advice.** Your malpractice insurer and attorney will guide you through the process.

The most important thing to remember is that a complaint does not define your career. It is a process you can navigate successfully with the right support and preparation.

HOW TO REDUCE YOUR RISK

While board complaints are a reality of the practice of pychology, there are steps you can take to minimize your risk:

- Keep detailed, timely, and objective clinical notes.
- Maintain professional boundaries and clear communication with clients.
- Review informed consent documents regularly.

- Stay current on ethics and risk management training.
- Seek consultation early when handling complex or high-risk cases.

Psyche provides our clients with a discount for continuing education and risk management courses through Continued.com. These resources can help you strengthen your documentation and professional decision-making skills.

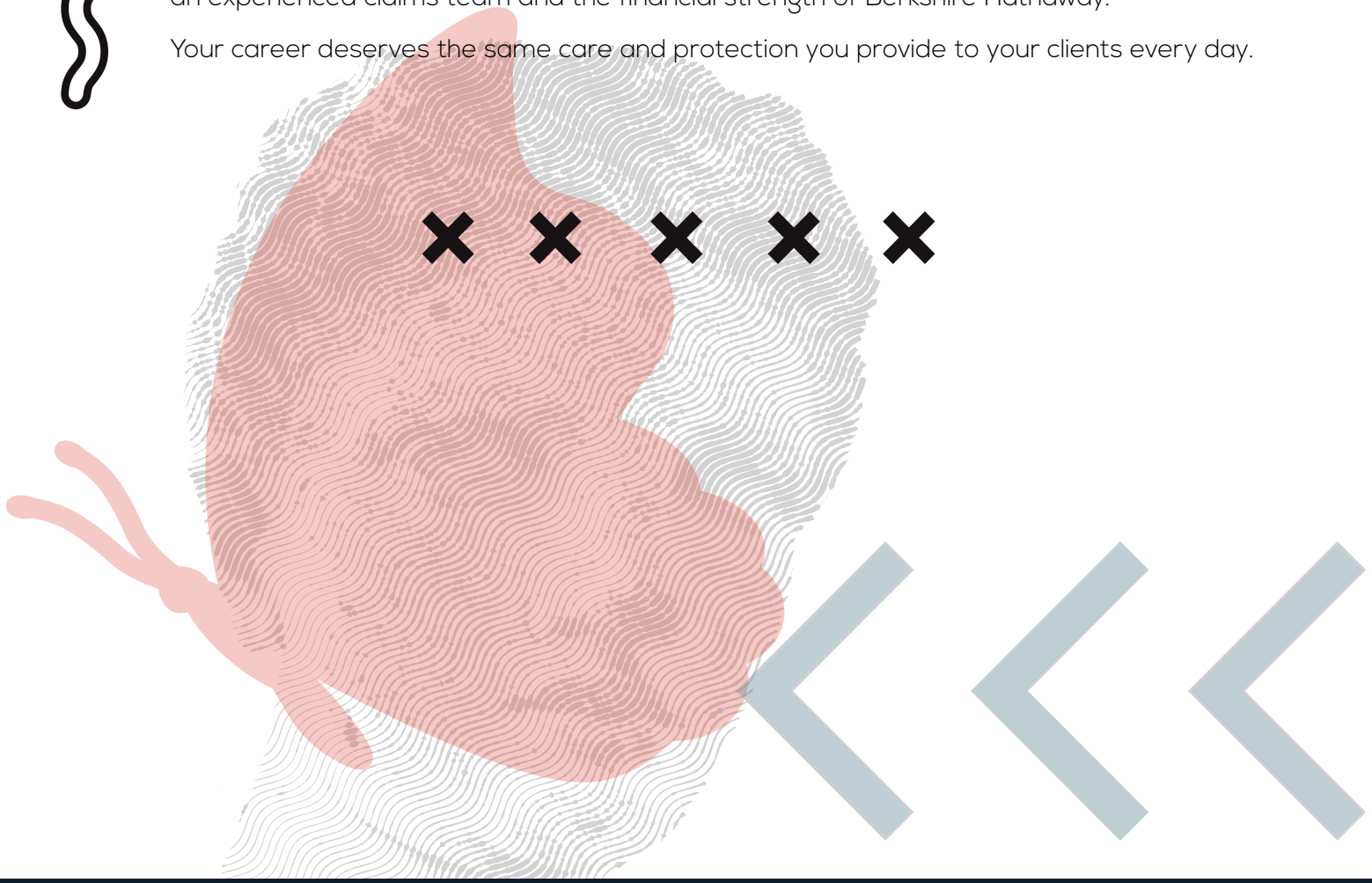
IN SUMMARY

Licensing board complaints are an unfortunate reality of professional practice, but they do not have to become a crisis.

Understanding how your coverage works, notifying your insurer promptly, and responding thoughtfully can make a difficult situation much easier to manage.

Psyche coverage gives psychologists meaningful protection for board defense, supported by an experienced claims team and the financial strength of Berkshire Hathaway.

Your career deserves the same care and protection you provide to your clients every day.



INSURANCE DESIGNED FOR PEACE OF MIND

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