



TEXAS MEDICAL BOARD
POLICY FOR

Registering and Processing of Complaints Against the Agency

The staff and members of the Texas Medical Board are committed to following the laws and rules governing the agency. Any complaint made against the agency will be thoroughly reviewed to determine the appropriate action as outlined below.

This complaint policy does not replace applicable state laws and rules for licensure and enforcement, including the process required to appeal a decision issued in a specific licensure or enforcement case.

Register a Complaint

A complaint against the agency must be made in writing and include the complainant's full name and contact information and explain the issue of concern. This will ensure that the agency has enough information to review the issue.

The written complaint should be submitted by mail, fax or e-mail to the agency's Communications Officer:

Communications Officer
Texas Medical Board
P.O. Box 2018
Austin, TX 78768-2018

Fax: 512-305-7051

E-mail: communications@tmb.state.tx.us

Complaint Review Process

The Communications Officer will confirm receipt of the complaint and notify the complainant that information regarding complaint resolution will be provided no later than 45 days after receipt of the complaint. If additional time is required, the complainant will be notified.

The complaint will be forwarded for review by the agency's General Counsel and other agency staff and management as determined by the General Counsel, including the Executive Director. After review, the General Counsel will provide a written summary of the resolution.

The investigation of a complaint may include, but is not limited to, a review of files, interviews of relevant staff, and any related information such as recordings of proceedings.

State Auditor's Office – Complaints Related to Fraud, Waste, or Abuse

The State Auditor's Office (SAO) investigates allegations of fraud, waste, or abuse relating to state funds associated with state agencies and institutions of higher education. Persons who wish to report may choose to remain anonymous.

A complaint can be submitted via one of the following methods:

Online: <https://sao.fraud.texas.gov/ReportFraud/>

E-Mail: SAOIntake@sao.texas.gov

Mail:

State Auditor's Office

ATTN: Investigations and Audit Support

P.O. Box 12067

Austin, TX 78711

Fax: 512/936-9812

Hotline: 1-800-TX-AUDIT (1-800-892-8348)