



Natural Therapies Certification Board

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Dissatisfaction of Services from Your NTCB Provider

The Natural Therapies Certification Board (NTCB) has established well defined standards that govern the certification of practitioners in all of the therapeutic modalities offered through our board. These standards are maintained through levels of education and training that are required of certified providers as well as through the adherence to our **Code of Ethics**. Certification through our board does not replace the need for licensing where state mandated, such as in the professional areas of treating medical and/or psychological disorders. Licensing boards require that practitioners use only skills within their scope of practice and expertise. If unlicensed, practitioners must work under authorized supervision. Licensure supersedes certification where applicable. Your provider should have information regarding their licensure and/or certification available for you on your first visit. This may be provided through visible documentation in their office, and should be noted in a consent form signed by you on your first appointment.

Steps to Take for Resolution of Your Concerns:

1. Clearly identify the nature of your concern. [See our Code of Ethics](#) to assist you in attaining greater clarity.
2. Begin with addressing your practitioner. In many cases issues can be resolved with ease when approached with honesty and directness. Honor yourself with a quiet moment in which you can clearly discern the parameters of your concern and become clear about what you would like to see resolved prior to seeking communication with your provider.

3. If you feel uncomfortable speaking directly with your practitioner or are unable to attain satisfactory results speak with their supervisor, if there is one available. If this does not work well consider the following steps.
4. You may contact the office manager of your provider's practice if your concern involves poor business practice. If this doesn't resolve the issue you may contact the local Better Business Bureau to file a complaint. Contacting your insurance company or the state agency that regulates insurance may be an appropriate action.
5. If your provider is licensed and your concerns involve professional incompetence, unethical or inappropriate behavior, or treatment beyond their scope of practice and expertise you may wish to file a complaint with their licensing board. You may also contact your state department of health.

When to Involve NTCB with Your Concern

NTCB has no legal jurisdiction over your provider's clinical practice. Your practitioner's licensing body would oversee any legal matters. Since NTCB has no legal jurisdiction, all steps listed above must be taken and all appropriate state regulating bodies must be addressed and have reached conclusions on this case prior to our involvement. We will review the licensing body's decisions and respond appropriately. This may involve mandating further education, requiring provider supervision or the revocation of certification if that need is indicated. You can be assured that we are committed to the professionalism of those certified through our board and to each individual's inherent right to optimal health, wellness and happiness. We will continue to commit the NTCB toward the attainment and maintenance of this endeavor.

Please contact the Executive Director at info@ntcb.org should you have any questions or concerns.