

**I have not yet received the report completed by my psychologist. When should I have received this and what can I do?**

At times, clients contact the NSBEP when they have not received a report in a timely fashion. The NSBEP provides the following information in relation to this type of issue:

The NSBEP Standards of Professional Conduct (5.4) state:

*To the extent advisable and not contraindicated, a psychologist shall properly inform a person who has undergone an assessment or his/her legal representative of the conclusions, opinions and recommendations issuing from the assessment within a reasonable time.*

The standards do not define a “reasonable time” but if a client has concerns over the period of time they have been waiting for the psychological report, they are free to contact the psychologist to express their concerns. If they receive an unsatisfactory response, they may wish to ask if the practice or organization has a grievance policy or if there is someone at the setting whom they can address their concerns with.

It is hoped that taking the above steps would resolve these types of administrative concerns.

You may also convey the information contained in this FAQ from NSBEP to the practice or the psychologist.

However, if you believe that a psychologist’s behavior was unethical or did not meet professional standards, you may consider making a formal complaint to the NSBEP. For more information on the timeframes and potential outcomes related to such a process, you can visit the following URL:

<https://www.nsbep.org/public/complaints/>