

Executive Council of Physical Therapy and Occupational Therapy Examiners Compact with Texans

About the Agency

The Executive Council of Physical Therapy and Occupational Therapy Examiners (ECPTOTE) will hold faithfully to the highest standards of ethics, accountability, efficiency, and openness in its dealings with the public. We will demonstrate to the public and those we regulate the sincerity of our desire to license and regulate consistently, fairly, and sensibly, while keeping the health and welfare of people receiving services from our licensees as our driving concern.

Licensing

When you apply for a license to practice PT or OT, we cannot complete the licensing process of your application (or renewal), until we have received all required components (e.g., signed application, affidavits, fees, exam results, etc.). However, once we have received all required components, we will typically issue a license within 3-5 business days and renew a license within 1-3 business days. Applicants for initial licensure may check the status of their application from our web site; they may also call us for an update on the status of an application.

Enforcement

We attempt to resolve all complaints within 6 months and have most of them completed within 90 days. We come close to that goal, but more complex cases may take us longer. The investigator assigned to your case will send you a written response to your complaint within 10 working days. While the investigation is ongoing, the investigator will update you every 90 days in writing on the status of the investigation and again upon final disposition of the case.

Customer Service

The ECPTOTE is committed to providing quality customer service. In pursuit of that commitment, the ECPTOTE will:

- Treat customers with courtesy and respect;
- Provide customers with timely and responsive service;
- Provide customers with accurate and timely information;
- Strive for continuous improvement in all of the services we deliver.

How to contact ECPTOTE

Customer Service representatives are typically available by phone from 8:00 am to 5:00 pm, Monday through Friday, though there may be times when a customer may need to leave a voicemail. Unless the

recipient of your message is physically unable to respond, you typically will be contacted within 24-48 hours.

Helpful Numbers:

Customer Service: 512-305-6900

Contact us by email: info@ptot.texas.gov

Mailing Address:

333 Guadalupe, Suite 2-510

Austin, Texas 78701

Website: <https://ptot.texas.gov/page/home>

Complaint Handling:

The ECPTOTE investigates all complaints made against licensees of the Texas Board of Physical Therapy Examiners and the Texas Board of Occupational Therapy Examiners. If you have a complaint against a licensee of either board, you are encouraged to notify this agency in writing. A complaint must be made in writing. Paper and online submission forms are available through the File a Complaint section of our website.