



Louisiana Board of Massage Therapy
9619 Interline Suite B
Baton Rouge, LA 70809
225-756-3488
www.labmt.org
admin@labmt.org

Register a Complaint

The Board will address all complaints within its jurisdiction set forth in Massage Therapists and Massage Establishments Act, La. R.S. 37:3551 through 3568, ("Practice Act"). The Board cannot enforce criminal law; parish ordinance laws, resolve workplace disputes, payment disputes or dissatisfaction with a massage.

What can I do as a consumer or massage therapist if I suspect possible illicit activity associated with human trafficking at a massage establishment?

The board will act within its jurisdiction of the Massage Therapy laws but does not have the same authority that local governmental agencies have to enforce criminal laws or parish ordinances which includes illicit massage activity and or possible human trafficking. For this reason, the board works closely with and relies on law enforcement and other parish agencies for assistance in regards to businesses suspected of illicit activity/human trafficking. If you suspect human trafficking involving illicit activity, report this information to law enforcement, parish ordinance agencies and then report the same to the Board by using this form. For resources and enforcement contact information, please view the complaint page on the website.

1. Anonymous Complaints That May Involve Human Trafficking

The Board will accept anonymous complaints that may involve human trafficking or illicit activity. Please complete the top portion of page 2 and email to admin@labmt.org or mail to the address listed above. Report the same information to law enforcement or parish ordinance authorities as well as the Board. For all other complaints, or to include your contact information see #2.

2. Complaints Against a Licensed Individual or Licensed Business

If a complaint is registered against a licensed massage therapist, business or business owner, your contact information is necessary to investigate the allegations. Once the complaint is received, the office will acknowledge receipt of the complaint and may call for additional information. The complaint will then be reviewed by all or some members of the disciplinary committee, which may include the Complaint Administrator, Chief Investigation Officer, Legal Counsel or Executive Director. During the investigation, you may be contacted for additional information, please ensure your contact information is correct. Complaints may be settled informally by the Board without a formal hearing, or with a formal hearing. An investigation may be dismissed if there is absence of adequate, credible evidence or for other reasons which are justifiable for dismissal.

a. To Report Unlicensed Practice:

To report an individual who is providing massage services without proper licensure, under an expired or lapsed license, you do not need to include your contact information should you choose not to. However, the name, address (preferred) or email for the individual practicing unlicensed must be included.

Further Assistance

If you would like to speak to the complaint administrator prior to filing a complaint to learn more about the process, please contact the complaint administrator at 225-756-3489 or the direct line for the office listed above. Persons that may need additional accommodations may also contact the Board office or email for assistance.

1. Anonymous Complaint That May Involve Human Trafficking / Illicit Activity:

Today's Date: _____

Date Incident Occurred: _____

Name of Individual or Business: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Has this information been reported to law enforcement or any other enforcement agency? Yes No
If yes, please identify which agency below.

Complete statement below or attach separately. Please include any information or reason you believe that illicit activity and or human trafficking may be involved at this location - If there are any relevant documents or photographs regarding these allegations please enclose or attach.

2. All Other Complaints

Today's Date: _____

Name of the Complainant: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Contact Phone #1 _____ Contact Phone #2 _____

Email Address: _____

Complaint is Against:

Massage Therapist

Massage Business

Unlicensed Individual/Business

Suspicion of Trafficking/Illicit Activity

Date of Incident: _____

Individual or Business Name: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone Number: _____

Has this information been reported to law enforcement or any other enforcement agency? Yes No
If yes, please identify which agency below.

Facts of Alleged Wrongdoing – Complete Below or Attach Statement

If there are any relevant documents, regarding the allegations please enclose or attach.

Please email complaint to admin@labmt.org or mail to address listed above.

The information I have provided is correct to the best of my knowledge

I understand that a board representative may contact me to discuss this matter, unless the complaint is anonymous

Signature: _____

Date: _____