

## Online Complaint Summary

2/18/25 10:21 PM

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|                   |                                                |
|-------------------|------------------------------------------------|
| Board:            | <b>California Board of Behavioral Sciences</b> |
| License Type:     | <b>Licensed Marriage and Family Therapist</b>  |
| Complaint Number: | <b>2002025001982</b>                           |
| Incident Date:    | <b>02/14/2025</b>                              |

**Description:**

I, Celestia D Quixs, subscribed to Rebecca C. Mandeville's Family Scapegoating Abuse Education Substack on 2/11/2025, seeking support due to barriers to mental health services following a murder/suicide in my family, estrangement, and online harassment. Despite beginning therapy on 1/22/2025, I believed her platform could provide additional support. I had followed her YouTube channel for some time and listed her as a resource on my website, [escapedgoats.org](https://escapedgoats.org).

On 2/13/2025, I privately messaged Mandeville asking if she had colleagues in Las Vegas, NV, who accepted Optum insurance. She replied that she did not, then oddly asked if I lived in the U.S. and if I had read her book on finding a therapist online. I pointed out the contradiction—how could she know she had no colleagues in Las Vegas if she didn't even know it was in the U.S.? I clarified that I had extensively searched for a therapist, which is why I sought her guidance. Her response felt dismissive, implying I was ignorant or entitled, so I expressed my frustration.

She then claimed her fiancé was in the hospital and accused me of having a problematic "tone," comparing me to her abusive family. I was willing to overlook this due to her stress, but before I could respond, I received emails canceling my subscription for "violating community standards" and refunding my payment. However, the guidelines contained no rules about "tone" or expressing frustration privately.

Frustrated by this retaliation, I emailed her directly, received an auto-response, and sent a follow-up. When the second email received no reply or auto-response, I realized she had blocked me (both of us use ProtonMail, which behaves this way when blocked). Upset by her unprofessionalism, I publicly commented on her latest YouTube video about Isolation, calling out her retaliatory behavior and warning others about potential mistreatment.

On 2/14/2025, she published an article titled The Rise of Aggression in Online Spaces, describing our interaction while portraying herself as a victim. She unsubscribed me from chat access but ensured I remained subscribed to her newsletter, guaranteeing I'

d see the article. This post twisted our brief DM exchange, omitting key facts while painting me as an aggressor.

This situation was entirely avoidable had Mandeville employed basic professional skills—de-escalation, active listening, and compassionate communication. Instead, she retaliated against me for privately correcting an error, escalated the situation by banning me, and publicly vilified me under the guise of a vague article. Her behavior is a textbook example of Triangulation—manipulating an uninvolved audience to gain sympathy while harming the target of her retaliation.

Mental health professionals are human, but they must also be responsible. I was willing to forgive her mistake, but before I could, she lashed out. Her impulsive, retaliatory behavior is deeply concerning for someone running a support community for trauma survivors. No professional should be the cause of a mental health crisis in someone seeking support.

My therapist is disturbed by Mandeville's actions, as am I. This ordeal has triggered a Major Depressive Episode, nightmares, and insomnia, exacerbating my Complex PTSD, Major Depressive Disorder, and life-threatening medical conditions (Hereditary Chronic Pancreatitis and Pulmonary Fibrosis). My live-in caregiver, John K. O'Connell (Las Vegas, NV), can attest to the severe distress this has caused.

I no longer have access to my original DMs due to her banning me, but I have attached supporting documentation, including emails, payment receipts, the cancellation notice, the refund receipt, and her article. I am filing this complaint to seek censure of Rebecca C. Mandeville's conduct as a mental health professional and request a public apology.

### **Respondent**

|               |                                        |
|---------------|----------------------------------------|
| License Type: | Licensed Marriage and Family Therapist |
| First Name:   | REBECCA                                |
| Second Name:  | CONSTANCE                              |
| Last Name:    | MANDEVILLE                             |
| Gender:       | Female                                 |
| Address:      | 625 Highway 101                        |

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US  
Unknown**

Phone Number:

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E-mail Address:

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### **Complainant**

First Name:

**Celestia**

Second Name:

**Delaphoenix**

Last Name:

**Quixs**

Gender:

**Female**

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**CLARK**

**Las Vegas, NV**

**89123-1607**

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Extension:

E-mail Address:

**info@celestiaquixs.com**