



TEXAS STATE BOARD OF EXAMINERS OF MARRIAGE AND FAMILY THERAPISTS

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Complaint Review Team Policy

The Texas State Board of Examiners of Marriage and Family Therapists (board) repeals the Complaint Resolution Policy executed on July 15, 2017 and adopts this Complaint Review Team Policy to align with rules adopted on January 26, 2019, specifically Title 22 of the Texas Administrative Code, §801.296, regarding Complaint Procedures. This policy becomes effective on the date rules adopted on January 26, 2019 become effective.

Voting Complaint Review Team members include

- Executive Director or designee,
- Investigations and Quality Assurance Manager or designee, and
- Board's Attorney or designee.

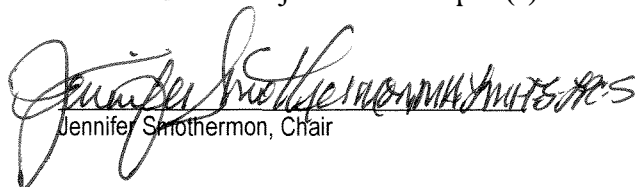
The Unit Manager or designee may serve as an alternate voting team member. For example, in the event that the executive director must recuse himself or herself, and the remaining two voting members do not concur, the Unit Manager or designee may vote.

The team will review each complaint to determine by majority vote:

- Whether the complaint is within the board's jurisdiction,
- Whether a violation occurred, and
- The appropriate sanction per the board's penalty matrix.

During the course of the review, the team may consult with

- Investigator(s),
- Board member(s), and/or
- Other subject matter expert(s).


Jennifer Smothermon, Chair

1-26-19
Date