



## TEXAS STATE BOARD OF EXAMINERS OF PROFESSIONAL COUNSELORS

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### Complaint Review Team Policy

The Texas State Board of Examiners of Professional Counselors (board) adopts this Complaint Review Team Policy to align with rules adopted on November 14, 2018, specifically Title 22 of the Texas Administrative Code, §681.161, regarding Complaint Procedures. This policy becomes effective on the date rules adopted on November 14, 2018 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.

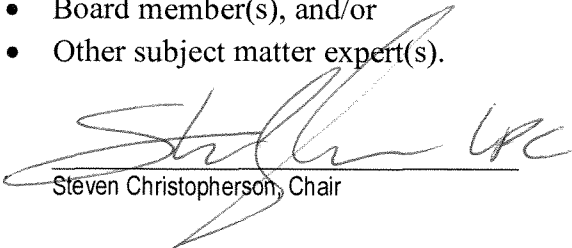
The Unit Manager or designee may serve as an alternate voting team member. For example, in the event that the executive director must recuse himself or herself, and the remaining two voting members do not concur, the Unit Manager or designee may vote.

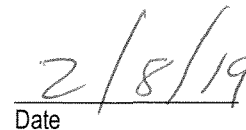
The team will review each complaint to determine by majority vote:

- Whether the complaint is within the board's jurisdiction,
- Whether a violation occurred, and
- The appropriate sanction per the board's penalty matrix, which allows staff to impose; Administrative Penalty, Warning Letter, Conditional Letter of Agreement, Reprimand, Probated and Full Suspension, and Revocation.

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

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

  
Steven Christopherson, Chair

  
Date