

Code of Conduct for PIR/FDTC Team Members

1. Act with honesty and integrity
2. Respect the unique cultures, values, roles/responsibilities, and expertise of other team members.
3. Value the contributions of team members.
4. Listen actively and encourage ideas and opinions of other team members
5. Express one's own knowledge and opinions with clarity and respect
6. Use respectful language and tone when interacting with team members
7. Communicate one's roles and responsibilities clearly
8. Recognize one's limitations in skills, knowledge, and abilities
9. Demonstrate high standards of ethical conduct and quality of care in one's contribution to the team.
10. Constructively manage disagreements

Complaint Procedure for PIR/FDTC Team Members

This procedure is designed to guide PIR/FDTC team members toward resolution of conflicts, complaints and/or disagreements with other team members.

Step One:

Individuals involved in conflict apply the principles outlined in Code of Conduct for PIR/FDTC Team Members to discuss and reach consensus resolution of the conflict, complaint and/or disagreement.

If one or both individuals are unable or unwilling to attempt resolution, or if the attempt is unsuccessful, then the process moves to Step Two.

PIR/FDTC partners are expected to follow their agency guidelines and/or professional ethics regarding notification of a supervisor and/or governing body regarding a complaint and/or conflict with a colleague.

It is encouraged, when possible, not to escalate to Steps Two and Three until all parties to the issue have actively tried to resolve the conflict, complaint and/or disagreement as outlined above.

Step Two:

Either or both parties bring the conflict, complaint and/or disagreement to the PIR/FDTC HHS/VS administrator assigned to PIR/FDTC to request a facilitated discussion to reach consensus—resolution to the issue. This may involve administration interviewing each party separately and then facilitating a discussion between the parties.

HHS/VS administrator will notify each party of the conflict, complaint and/or disagreement that the issue has been escalated to step two of the complaint procedure. This notification will occur both verbally and in writing via e-mail.

HHS/VS administrator will notify agency supervisors (for those partners who are not independent contractors) of the conflict, complaint and/or disagreement and that it has been escalated to step two of the complaint procedure of PIR/FDTC. This notification will occur in writing via e-mail.

If the parties are unable to reach a consensus resolution through the facilitated discussion, then the HHS/VS administrator will notify the District Judge of the conflict, complaint and/or disagreement and the inability to resolve the issue; therefore escalating it to step three of the complaint procedure.

Step Three:

The District Judge presiding over the PIR/FDTC will take necessary and appropriate action which may include investigating the situation and/or determining an appropriate resolution.

District Judge delivers a final decision intended to promote and preserve a safe and productive work environment for the PIR/FDTC Team. The Judge may inform each party of his/her decision and may instruct the HHS/VS administrator to proceed with action based on the outcome of the inquiry.

Complaint process for perceived egregious acts by FDTC member

Immediate complaints may and should be made when an act in question is so egregious that it warrants an immediate complaint to supervisor, agency and/ or governing body. This step can be taken alone or in conjunction with the complaint procedure outlined above. Team members may seek additional resolution through the following:

- Initiate direct contact with the team member’s immediate supervisor to discuss the conflict, complaint and/or disagreement
- Initiate direct contact with the team member’s agency to file a complaint regarding that team member’s performance of their job duties as a member of the team.
- File an official complaint with the governing body of the team member’s professional association:
 - National Association Social Workers
<https://www.socialworkers.org/nasw/ethics/default.asp>
 - Licensed Chemical Dependency Counselor
<https://www.dshs.state.tx.us/lcdc/>
 - Licensed Professional Counselors
<https://www.dshs.state.tx.us/counselor/>

Parenting In Recovery – Travis County Family Drug Treatment Court
Code of Conduct, Complaint Process & Team Competencies

- State Bar of Texas
http://www.texasbar.com/AM/Template.cfm?Section=Problems_with_a_n_Attorney&Template=/CM/HTMLDisplay.cfm&ContentID=23739
- State Commission on Judicial Conduct
<http://www.scjc.state.tx.us/>