



*A NATIONAL ASSOCIATION OF PRIVATE CHILD SUPPORT ENFORCEMENT AGENCIES*

## **CODE OF ETHICAL CONDUCT FOR MEMBERS OF THE CHILD SUPPORT ENFORCEMENT COUNCIL**

ARTICLE 1. Members shall: (a) treat clients with respect and courtesy; (b) provide services to clients in a timely and professional manner, (c) respond to all client complaints or concerns and attempt to achieve fair, reasonable and timely resolution of such complaints, and (d) accept payment for services from a client only when the member actually provided the services for which payment was contractually agreed to be paid by the client.

ARTICLE 2. Members shall: (a) be financially solvent at all times, (b) maintain accurate records of all child support collections made on behalf of, and disbursed to, a client, (c) maintain sufficient cash reserves to provide complete payment of all funds owed to its clients, and (d) make timely distribution of all funds owed to a client.

ARTICLE 3. Members shall: (a) use only written contracts with clients, (b) ensure that contracts use language that should reasonably permit a client to understand all of the rights and duties of both the Member and the client, (c) promptly provide a client with a copy of the executed contract, and (d) include in a contract with a client all fees and charges to the client for providing services and whether such fees shall be billed to and paid directly by the client or deducted from child support payments received on behalf of the client.

ARTICLE 4. Members shall: (a) maintain adequate and complete records to accurately reflect all actions taken in a client's case, (b) safeguard client records, documents and files in a manner reasonably expected to prevent intentional or accidental disclosure of confidential client information, and (c) timely inform clients of all legal orders, hearings and notices intended for the client and coming to the member's address on behalf of the client.

ARTICLE 5. Members shall comply with all federal, state and local laws and regulations required for the operation of a private child support enforcement agency in those jurisdictions in which they offer or provide services.

ARTICLE 6. Members shall not: (a) use or threaten to use violence or other criminal or illegal means to cause harm to any person or property in enforcing a child support obligation, (b) claim legal authority to engage in an enforcement activity when the member does not have such legal authority, or (c) engage in fraudulent, deceptive or misleading representations or activities to clients, prospective clients, or government child support enforcement agencies.

ARTICLE 7. Members shall abide by this Code of Conduct and make all reasonable efforts to ensure that its employees and agents have read, understand and agree to abide by all provisions of this Code of Ethical Conduct.