

## **The International Coach Federation ETHICAL CONDUCT REVIEW (“ECR”) PROCESS**

### **INTRODUCTION**

The International Coach Federation ("ICF") is committed to high ethical standards for coaches. The ICF has developed a Code of Ethics (“Code”), which includes a Philosophy and Definition of Coaching, Standards of Ethical Conduct, and a Pledge by which all ICF members and ICF Credentialed coaches make a commitment to uphold the Code. The purpose of the Code is to promote professional and ethical coaching practices, and to raise the awareness of people outside the profession about the integrity, commitment and ethical conduct of ICF members and ICF Credentialed coaches.

The ICF is also committed to providing a forum where the public can bring complaints about alleged unethical conduct by ICF members and ICF Credentialed coaches. The ICF adopted a policy and set of procedures that provide for review, investigation and response to alleged unethical practices or behavior deviating from the established ICF Code of Ethics. To effect this policy, ICF has implemented an Ethical Conduct Review process, which is intended to:

- Serve as a ‘model of excellence’ for all practicing professional coaches for fair review and resolution of complaints concerning the ethical conduct of ICF member and ICF Credentialed coaches; and
- Be responsive to complaints from the public concerning experiences believed to be violations of the ICF Code of Ethics by ICF members and ICF Credentialed coaches.

### **SUMMARY OF THE ECR PROCESS**

The first step in the ECR process is the filing of a complaint. The ECR process applies to complaints directed to the ICF about coaches who, by virtue of their ICF membership or ICF Credential and pledge, have agreed to participate in the process. A complaint will be reviewed to determine if it states a possible breach of the Code. The process includes provisions for investigation of the complaint by the ICF, in which both the coach and the person with the complaint may provide information.

The ECR process also includes provisions for a hearing, if the coach requests one, so the matter may be fully presented to a hearing panel for consideration. The hearing panel will review information from both the person with the complaint and the coach in order to determine whether a breach of the Code has occurred. As a result of that determination, a recommendation for corrective action may also be made, which may include remedies (such as additional education, working with a mentor coach, community service or a written reprimand) or sanctions (such as removal from or denial of membership or credentialing), if warranted by the circumstances. The ECR process provides for an appeal process with final review prior to imposition of any remedies or sanctions.

At all times in the process, the parties are encouraged to work out their differences, work on the issues involved, and to learn from the situation.

If you believe that you have an ethical complaint against an ICF member or ICF Credentialed coach, we invite you to print the complaint form and instructions from the ICF Web site. Should you have any questions printing or completing the complaint form, please call or email the ICF office to the attention of:

Magdalena N. Mook  
Assistant Executive Director  
Tel. +1 859 219 3544  
Fax. +1 859 226 4411  
e-mail: [magda.mook@coachfederation.org](mailto:magda.mook@coachfederation.org)

**Exhibit "A"**

**International Coach Federation  
Ethical Conduct Review**

**Form: ICF Ethical Conduct Review Complaint Form**

On behalf of the ICF and its membership, we wish to thank you in advance for your cooperation with our Ethical Conduct Review procedures. To most effectively serve all parties involved in the allegation(s), and to assist in a just resolution, please provide the information requested on the form below. You may return the form by mail or by fax addressed to: "ICF Ethical Conduct Review, c/o International Coach Federation" at:

INTERNATIONAL COACH FEDERATION  
Ethical Conduct Review

INTERNATIONAL COACH FEDERATION

c/o Magdalena Mook

2365 Harrodsburg Rd., Suite A325

Lexington, KY 40504-3335

Phone: +888 423 3131

859 219 3544

Fax: +888 329 2423

859 226 4411

icfoffice@coachfederation.org

Part 1. Information about you, the person with the complaint (Complainant).

[Please note: The ICF will not investigate anonymous complaints.]

Name \_\_\_\_\_ Title \_\_\_\_\_

Company \_\_\_\_\_

Address (Street or P.O. Box) \_\_\_\_\_

City \_\_\_\_\_ State or Province \_\_\_\_\_

Postal or Zip Code \_\_\_\_\_

Country \_\_\_\_\_

Day Phone \_\_\_\_\_

Evening Phone \_\_\_\_\_

Fax Number \_\_\_\_\_

E-mail address \_\_\_\_\_

Your Time Zone (Indicate relation to Eastern/NY time, if you know):

\_\_\_\_\_

Preferred method for contacting you: \_\_\_\_\_

Part 2. Information about the Coach involved in your allegation(s)

Name of Coach \_\_\_\_\_

Company \_\_\_\_\_

Address (Street or P.O. Box) \_\_\_\_\_

City \_\_\_\_\_ State or Province \_\_\_\_\_

Postal or Zip Code \_\_\_\_\_

Country \_\_\_\_\_

Day Phone \_\_\_\_\_

Evening Phone \_\_\_\_\_

Fax Number \_\_\_\_\_

E-mail address \_\_\_\_\_

If known: ICF Member? \_\_\_\_\_ Yes; \_\_\_\_\_ No

ICF Credentialed Coach? \_\_\_\_\_ Yes; \_\_\_\_\_ No. Level: \_\_\_\_\_

Other coaching credentials: \_\_\_\_\_

Part 3: Information and documentation about the Coaching relationship

Please document the coaching relationship. Include information about timing, contract length, financial arrangements, and any other information you feel will assist the ICF in investigating your allegation(s). Attach copies of any documents that you feel would help the ICF understand your allegations. (Retain ALL originals of your documents for your files.)

Note: Complaints made under the ECR process shall be filed with the ICF within one (1) year of the date of the conduct complained of, or within one (1) year of the date of discovery of the alleged misconduct as long as reasonable diligence was used.

A. How or where did you find this coach?

B. Did you hire this coach? \_\_\_\_ Yes \_\_\_\_ No; Dates of hire: From \_\_\_\_\_ to \_\_\_\_\_

C. If not, what was the relationship with the coach?

D. How or why did you select this coach?

E. What financial arrangements did you have with this coach?

F. Were there written agreements or a written contract?

\_\_\_\_\_ Yes (Please attach a copy)

\_\_\_\_\_ No     What agreements or understandings did you have with this coach?

Part 4. Information about your specific allegation(s)

On a separate page, using the outline below, please state the specific nature of the allegation(s) in sufficient detail for us to fully understand and appreciate it them. **Please limit your response to a maximum of 5 pages.**

A. Who was involved?

B. When did these events take place?

C. Where did the events occur?

D. What happened?

Part 5. Actions you have taken to resolve your disagreement with this Coach

A. What resolution alternatives have you and the coach discussed to date?

B. What has been missing from these attempts at conflict resolution that caused you to initiate this complaint to the ICF at this time?

C. State below any other actions you have taken to resolve this coaching complaint and the outcomes.

D. What do you believe would be a reasonable resolution of this situation?

Part 6. Authorization to Investigate

This Complaint may be investigated by the ICF if it meets the requirements set forth in the ICF's Ethical Conduct Review Policy and Procedure. It is an open process. Any investigation will be with the full knowledge of all parties involved. A copy of this Complaint Form will be sent to the Coach you have named. The Coach will be given an opportunity to respond to you and to the ICF. In the event the coach involved in your complaint is not a member of ICF or an ICF credentialed coach, the ICF cannot investigate the Coach or compel any action or response from the Coach. It is important for us to hear and consider your information however, and to the extent ICF can respond to you in a way that is helpful or informative, we will endeavor to do so.

Thank you for your input. The International Coach Federation seeks to build, support and preserve the integrity of the Coaching Profession. To do so, we realize it is important to be responsive to the needs and concerns of the public as well. Your participation in this process assists us to accomplish these goals.

Please complete the following authorization for us to proceed with investigation

I, \_\_\_\_\_, declare the facts that I have stated herein to be true and the supporting documentation I am submitting to be authentic to the best of my knowledge. I hereby authorize the ICF Ethics and Standards Committee to review my request and communicate this information to involved parties. I understand that: (1) the ICF Ethics and Standards Committee and Independent Review Board (IRB) cannot guarantee any outcome, and are therefore held harmless of said outcome; (2) the ICF Ethics and Standards Committee and IRB are not courts of law; and (3) the ICF, the ICF Ethics and Standards Committee, the IRB and their agents cannot act as my attorney or advisor. I understand I will be contacted by an ICF representative within two weeks after this completed Complaint Form is received by the ICF.

Signature of Complainant: \_\_\_\_\_ Date: \_\_\_\_\_

Please send completed Complaint Form by mail or fax to:

ICF Ethical Conduct Review  
INTERNATIONAL COACH FEDERATION  
c/o Magdalena Mook  
INTERNATIONAL COACH FEDERATION  
2365 Harrodsburg Rd., Suite A325  
Lexington, KY 40504-3335  
Phone: +888 423 3131  
859 219 3544  
Fax: +888 329 2423

859 226 4411  
icfoffice@coachfederation.org



## ETHICAL CONDUCT REVIEW (“ECR”) COMPLAINT FORM Instructions

It is the policy of ICF to provide to a person submitting a complaint inquiry, the following information about the ICF Ethical Conduct Review (“ECR”) process along with an ECR Complaint Form. Please review these instructions carefully, and if you choose to request an ethical conduct review, fill out the attached Complaint Form completely and return it to us. **If the instructions for completing the Complaint Form are not followed, it may be returned for compliance.**

1. The committee member(s) investigating the complaint, the Ethics & Standards Committee, the IRB and the ICF are not advocates or attorneys for either the Complainant or the Coach, and cannot provide legal advice or counseling to either party.
2. A Complaint Form which is available on the ICF website is to be completed and submitted to the ICF *by mail or fax only*.
3. Complaints from anonymous sources will not be investigated.
4. The completed Complaint Form will be shared with the Coach named in the complaint.
5. The parties are encouraged to reach a mutually agreed upon resolution, if possible, while the investigation is being conducted. The investigation team will not assist the parties in resolving the disputes.
6. If it is determined that the allegations against an ICF member coach or ICF credentialed coach potentially constitute a breach of the ICF Ethical Standards, the Ethics & Standards Committee will investigate the allegations.
7. If further investigation is warranted, the Complainant and the Coach will be contacted for further information. If no investigation is to be conducted, the Complainant and the Coach will be so notified.
8. Following investigation, if requested by the Coach, a hearing will be held to determine what, if any, breach of ICF Code of Ethics has occurred, and what, if any, remedies or sanctions against the Coach may be appropriate.
9. The investigation will be kept confidential from all persons except the Ethics & Standards Committee, the IRB, the ICF Board, appropriate ICF staff and legal counsel, or such persons as are required by law to receive the information. A written report of the investigation will be prepared and kept in the ICF files.
10. The ICF does not guarantee any specific outcome for the Complainant or the Coach from application of the Ethical Conduct Review policy and procedure, and cannot insist that either of them participate in all or any part of the process. While the parties will be encouraged to mutually resolve the issues giving rise to the complaint, the Ethical Conduct Review process cannot compel that result.

If you have further questions or concerns, please contact:

ICF Staff Liaison  
Ethical Standards and Conduct Committee  
INTERNATIONAL COACH FEDERATION  
2365 Harrodsburg Rd, Suite A325  
Lexington, KY 40504  
[icfoffice@coachfederation.org](mailto:icfoffice@coachfederation.org)

*Thank you for coming to the ICF website and for your interest in the integrity of the coaching profession.*