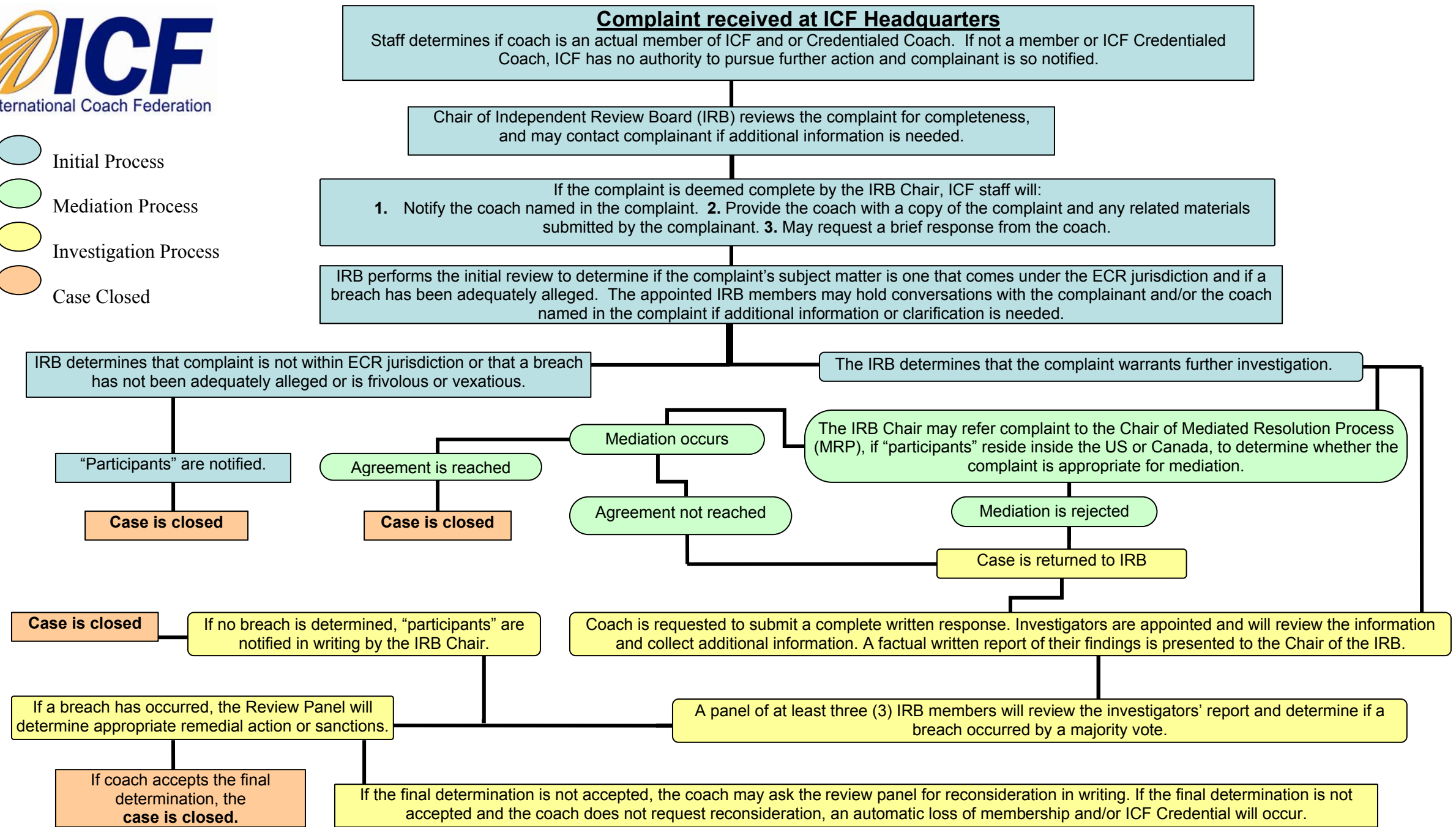


International Coach Federation Ethical Conduct Review Process



- Initial Process
- Mediation Process
- Investigation Process
- Case Closed





INTRODUCTION TO & ELEMENTS OF ICF'S ETHICAL CONDUCT REVIEW (ECR) PROCESS

Out of its commitment to high ethical standards the ICF has developed a Code of Ethics (Code). The purpose of the Code is to promote professional and ethical coaching practices, and to raise the awareness of people outside the coaching 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 individuals can bring complaints about alleged breaches of the Code 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. To affect this policy, ICF has implemented an Ethical Conduct Review (ECR) Process, which is intended to:

- Serve as a “model of excellence” for the fair review of complaints concerning the ethical conduct of ICF members and ICF Credentialed coaches; and
- Be responsive to complaints concerning experiences believed to be breaches of the Code by ICF members and ICF Credentialed coaches.

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. The ECR Process includes provisions for investigation of the allegations in the complaint by the ICF, in which both the coach and the person filing the complaint may provide information.

If there is a determination that a standard of the Code of Ethics has been breached, a recommendation for corrective action may also be made, which may include remedial actions (such as additional education, working with a mentor coach, community service or a written reprimand) or sanctions (such as removal from or denial of ICF membership or ICF Credentialing), if warranted by the circumstances.

The ECR Process is one between the ICF and its members and/or ICF Credentialed coaches. The ICF and its ECR Process do not have the authority of a court of law to make an award of money damages or to issue an injunction against any person.

At all times in the ECR Process the person who filed the complaint and the coach identified in the complaint are encouraged to work out their differences, work on the issues involved, and to learn from the situation. For coaches and complainants residing in the United States and Canada mediation may be offered.

The ECR Process is a confidential process. Specific information about complaints or parties involved will not be disclosed other than to ICF staff, members of the Independent Review Board (IRB) and Mediated Resolution Process (MRP), and the parties involved in the complaint.

Complaints made under the ECR Process must be filed with 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 conduct complained of, as long as reasonable diligence was used.

In order to maintain the fairness of the review, the ECR Process is a detailed and time-consuming one. Every reasonable effort will be made to complete the process within five (5) months, not including the time for mediation if the complainant and coach choose to avail themselves of this process for matters involving parties in the United States or Canada.

If you believe that you have an ethical complaint against an ICF member or ICF Credentialed coach, we invite you to complete the online Complaint form available at Coachfederation.org. Should you have any questions about your situation or the Complaint form, please call or e-mail the ICF Assistant Executive Director, Magdalena Mook, Tel. +1.859.219.3544, Fax. +1.859.226.4411, e-mail: magdalena.mook@coachfederation.org.

Elements of the Ethical Conduct Review Process

1. Filing and Initial Review of Complaint:

(a) In order to initiate a complaint under the International Coach Federation (ICF) Ethical Conduct Review (ECR) Process, a complainant must utilize the specified online ICF ECR Complaint form. At a minimum, the Complaint must be signed by the complainant, must specify by number one or more standards of the ICF Code of Ethics that allegedly has been violated by the person identified in the Complaint, and must state the facts pertaining to the alleged breach of the ICF Code of Ethics. The complaint must be filed with 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 conduct complained of, as long as reasonable diligence was used.

(b) When ICF Headquarters receives the Complaint, it will be directed to the ICF staff, who will verify the person named in the complaint currently is an ICF member and/or an ICF Credentialed coach.

(c) If the ICF staff determines that the person named in the complaint is currently neither an ICF member nor an ICF Credentialed coach, the ICF staff will notify the complainant of that fact and that ICF has no authority to act.

(d) If the person named in the complaint is determined currently to be an ICF member and/or an ICF Credentialed coach, the ICF staff will forward the complaint to the Chair of the Independent Review Board (IRB), who will review the complaint for completeness. The Chair may contact the complainant for additional information, if needed.

(e) If the complaint is deemed complete by the IRB Chair, ICF staff will notify the coach named in the complaint, provide the coach with a copy of the complaint and any related materials submitted by the complainant, and may request a brief response from the coach.

2. Review to determine if the Complaint merits further consideration:

(a) The Chair of the IRB will appoint two or more members of the IRB to determine if the complaint's subject matter is one that comes under the ECR jurisdiction or if a breach has been adequately alleged. The appointed IRB members may hold conversations with the complainant and/or the coach named in the complaint if additional information or clarification is needed.

(b) If the appointed IRB members determine that the complaint is not within ECR jurisdiction, or that a breach has not been adequately alleged, the IRB Chair will so notify the complainant and the coach named in the complaint.

(c) If the appointed IRB members determine that the complaint is frivolous or vexatious or of a nature and extent that would not warrant a sanction or remedy if the allegations of the complaint are proven to have occurred, the IRB Chair will so notify the complainant and the person named in the complaint.

(d) If the appointed members of the IRB determine that the complaint warrants further investigation then the complaint will move to the next stage in the ECR process.

3. Mediated Resolution Process:

(a) If the coach and complainant reside in Canada or the United States, the IRB Chair may refer the complaint to the Chair of the Mediated Resolution Process (MRP) Panel, who will make an initial determination as to whether the complaint is appropriate for mediation.

(b) If the MRP Panel Chair determines that the complaint is not appropriate for mediation, the Chair will so notify the IRB Chair and the IRB will proceed to deal with the complaint through the ECR Process.

(c) If the MRP Panel Chair determines that the complaint is appropriate for mediation, the Chair will contact the complainant and the coach named in the complaint (collectively, the "Participants") to determine the willingness of both to participate in a telephone conference to attempt to resolve the complaint through mediation. If the Participants voluntarily agree to participate in the mediation, the MRP Panel Chair will send a prescribed ICF Consent to Mediate form which will, among other things, provide that the Participants agree that all statements, both verbal and written, made during the mediation will be considered strictly confidential and may not be used by or against a Participant at any future time. The Participants will be asked to sign the Consent to Mediate form and to send it back to the MRP Panel Chair before a Panel Mediator is assigned to mediate the matter.

(d) Once the signed Consent to Mediate form is received by the MRP Panel Chair the matter will be assigned to a Panel Mediator with a request that the Mediator contact the Participants to schedule a mutually convenient time for a telephonic mediation session. The MRP Panel Chair will provide the Mediator with the Participants' names, their contact information, a copy of the signed Consent to Mediate form and a brief description of the complaint. The Mediator may conduct as many telephone mediation sessions as necessary to resolve the matter. The Mediator may cease the mediation process when the Mediator determines that no further progress can be made to resolve the matter.

(e) If the matter is resolved through mediation by the Participants signing a written Mediated Agreement, the Mediator will report back to the MRP Panel Chair that the matter has been resolved. A copy of the signed and completed Mediated Agreement will be forwarded via fax or e-mail to the MRP Panel Chair with copies provided to both Participants.

(f) The MRP Panel Chair will forward a copy of the completed Mediated Agreement to the IRB Chair and ICF staff, who will file the Mediated Agreement with a copy of the signed Consent to Mediate form, and the Complaint.

(g) If the matter is not resolved through mediation, the Mediator will so report to the MRP Panel Chair without disclosing statements made during the mediation, and the MRP Panel Chair will refer the matter back to the IRB Chair for further proceedings in accordance with the ECR Process.

4. Investigation

(a) The coach and complainant will be notified by ICF staff that an investigation will be held and the coach is requested to submit a complete written response to the complaint.

(b) The IRB Chair will appoint a team of two (2) or more IRB members for the purpose of investigating the allegations set forth in the Complaint.

(c) The IRB investigators are charged with collecting additional information and preparing a factual written report of their findings, which is provided to the IRB Chair.

5. Review by the IRB

(a) A panel of at least three (3) members of the IRB is selected by the IRB Chair to review the investigators' report.

(b) If needed, the investigators may be contacted for clarification.

- (c) The Review Panel will determine if a breach has occurred by a 2/3 majority vote of those members in attendance.
- (d) If the decision is that no breach could be determined, the case is closed and the complainant and coach named in the complaint are so advised in writing by the IRB chair.

6. Final Determination by the IRB

- (a) If the decision is that a breach has occurred, the Review Panel will determine the appropriate remedial actions or sanctions.
- (b) If the coach accepts these remedial actions or sanctions, the case is closed and a final determination is provided in writing to the coach and complainant.
- (c) If the coach does not accept these remedial actions or sanctions, the coach may ask for reconsideration and submit in writing the reasons for reconsideration.
- (d) After a requested reconsideration, the Review Panel will prepare a Final Determination, which will include their findings along with any remedial actions and/or sanctions. The Final Determination will be sent to the complainant and the coach.
- (e) If the coach does not accept the remedial actions and/or sanctions and does not avail him- or herself of the right to reconsideration, an automatic loss of membership and/or ICF Credential will occur.
- (f) The determination of the IRB is final.