



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 Philosophy and Definition of Coaching and a set of Standards of Ethical Conduct, which all ICF members pledge to uphold (“Ethical Guidelines”). The purpose of these Ethical Guidelines 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 credentialed coaches.

The ICF is also committed to providing a forum where the public can bring complaints about alleged unethical conduct by ICF members or 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 Ethical Guidelines. 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 coaches; and
- ◆ be responsive to complaints from the public concerning experiences believed to be violations of ICF Ethical Guidelines by ICF members and 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 and pledge, have agreed to participate in the process. A complaint will be reviewed to determine if it states a possible violation of the ICF Ethical Guidelines. If so, the process includes provisions to encourage the parties to work out concerns between them, if possible, in order to promote mutually agreeable resolution. The process also includes provisions for investigation of the complaint, in which both the coach and the person with the complaint may provide information.

The ECR process 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 violation of the Ethical Guidelines 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 also includes an appeal process in situations where sanctions are recommended, with final review prior to imposition.

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 a coach, we invite you to print the complaint form and instructions from the ICF website. Should you have any questions printing or completing the complaint form, please call or email the ICF office to the attention of:

Kathy Schramek, ICF Staff Liaison
Ethical Standards and Conduct Committee
INTERNATIONAL COACH FEDERATION
1444 I Street, N.W., Ste. 700 - Washington, D.C. 20005-6547
Ph. 1.888.423.3131 or +1.202.712.9039
Fax: 1.888.329.2423 or +1.202.216.9646
icfoffice@coachfederation.org

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