



**International Coach Federation  
Ethical Conduct Review**

## **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  
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

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

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

First Name \_\_\_\_\_ Last 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):

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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 about your specific allegation(s)**

On a separate page, please outline the specific nature of the allegation(s) in sufficient detail for us to fully understand and appreciate it (them). Include information about timing, contract length, financial arrangements, and any other information you feel will assist the ICF in investigating your allegation(s). Describe, for each allegation, the “what, when, where, who, why and how” of the situation, preferably in chronological (over time) order. Attach copies (only) of any documents that you feel would help the ICF understand your allegations. (Retain ALL originals of your documents for your files.)

**Part 4: Information about the Coaching relationship**

How did you find this coach?

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

How did you select this coach?

What agreements did you have with this coach?

Were there written agreements or a written contract?

Yes (Please attach a copy)

No    Comments:

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

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

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

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

Please describe your ideal resolution of this situation.

Please describe what you feel would be an acceptable 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, 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 purposes of International Coach Federation are to build, support & 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 uphold 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 Ethics and Standards Committee of the ICF to review my request and communicate this information to involved parties. I understand that: (1) the Ethics and Standards Committee of the ICF cannot guarantee any outcome, and is therefore held harmless of said outcome; (2) the Ethics and Standards Committee of the ICF is not a court of law and the ICF, the Ethics and Standards Committee of the ICF and their agents cannot act as my attorney. 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: \_\_\_\_\_

Print Full Name \_\_\_\_\_ :

**Please send completed Complaint Form by mail or fax to:**

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