



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. Thank you!

- Neither the committee member(s) investigating the complaint, the Ethics Committee nor the ICF are advocates or attorneys for either the Complainant or the Coach, and cannot provide legal advice or counseling to either party.
- The Ethics Committee will investigate the allegations made about the professional conduct of the Coach if the allegations concern a breach of the ICF Ethical Standards by an ICF member coach.
- A Complaint Form will be provided (by email, fax, standard mail, or by providing information for obtaining the form electronically), which is to be completed and submitted to the ICF *by mail or fax only*.
- Complaints from anonymous sources will not be investigated.
- If an 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.
- The completed Complaint Form will be shared with the Coach.
- The parties will be 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.
- Following investigation, if requested by the Coach a hearing will be held to determine what, if any, breach of ICF Ethical Standards by the Coach has occurred, and what, if any, remedies or sanctions against the Coach may be appropriate. The Complainant may be present at that hearing, and if so may be questioned by the Coach and the hearing panel, but is not entitled to present evidence or witnesses of his/her own.
- The investigation will be kept confidential from all persons except the Ethics committee, 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.
- 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:

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