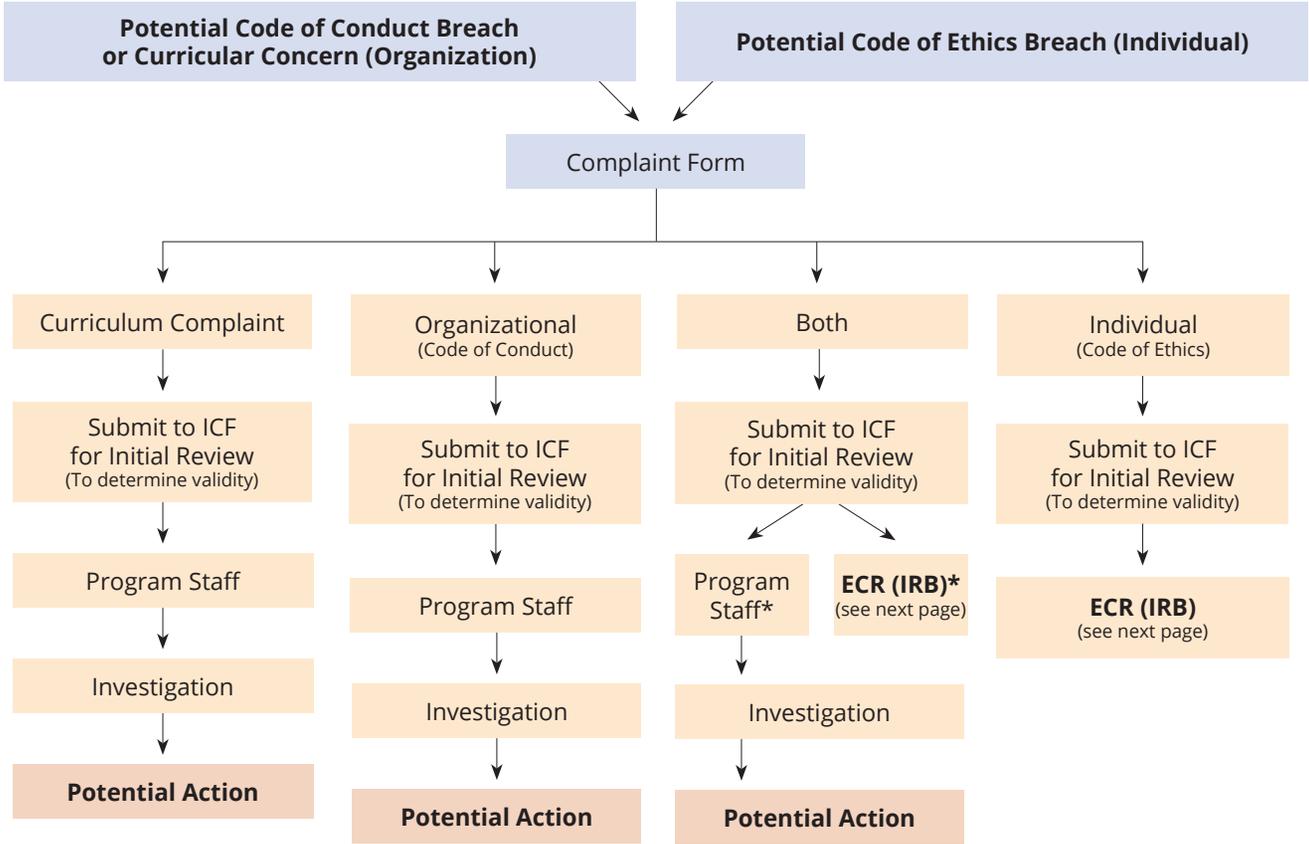


International Coach Federation Formal Complaint Process



- Initial Process
- Investigation Process
- Case Closed

*Program staff and IRB will collaborate to determine if outcomes are in alignment with ICF core principles.

International Coach Federation Formal Complaint Process

ICF Headquarters Receives Complaint

Staff determines if coach is an ICF Member and/or Credentialed Coach.
If not a Member or Credentialed Coach, ICF has no authority to pursue further action and complainant is so notified.

Chair of Independent Review Board (IRB) or his/her designee reviews the complaint for completeness, and may contact complainant if additional information is needed.

If the complaint is deemed complete by the IRB Chair or his/her designee, after consulting with the IRB, ICF staff: 1) will notify the coach named in the complaint; 2) will provide the coach with a copy of the complaint and any related materials submitted by the complainant; 3) may request a brief response from the coach.

At least eight (8) members of the IRB performs the initial review to determine if the complaint's subject matter is one that comes under the ECR jurisdiction and if a breach has been adequately alleged. The entire IRB will discuss the merits of the case. If necessary, a task force of 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.

IRB determines that complaint is not within ECR jurisdiction or that a breach has not been adequately alleged or is frivolous or vexatious.

"Participants" are notified.

Case is closed.

The IRB determines that the complaint warrants further investigation.

Coach is requested to submit a complete written response. Investigators are appointed and will review the information and collect additional information. A factual written report of their findings is presented to the Chair of the IRB.

A panel of at least three (3) IRB members will review the investigators' report and determine if a breach by a majority vote.

If no breach is determined, "participants" are notified in writing by the IRB Chair.

Case is closed.

If a breach has occurred, the Review Panel will determine appropriate remedial action or sanctions.

If coach accepts the final determination, the **case is closed**.

If the final determination is not accepted, the coach may ask Review Panel for reconsideration in writing. If the coach does not request reconsideration, an automatic loss of membership and/or ICF Credential will occur.

- Initial Process
- Investigation Process
- Case Closed



INTRODUCTION TO AND ELEMENTS OF ICF'S PROGRAM COMPLAINT PROCESS

Out of its commitment to high standards, the International Coach Federation (ICF) has developed a Code of Conduct for ICF-approved and –accredited coach-training programs (Code). The purpose of the Code is to promote the highest standards for curricula and alignment with defined core competencies, faculty, structure, proficiency and ethics to support excellence in the training of coaches.

ICF is also committed to providing a forum where individuals can bring alleged breaches of the Code by ICF-approved and -accredited training programs to our attention. ICF adopted a policy and set of procedures that provide for review of, investigation of and response to alleged violations or behavior deviating from the established ICF Code. To affect this policy, ICF has implemented a Program Complaint Process, which is intended to:

- Serve as a “model of excellence” for the fair review of complaints concerning the conduct of approved & accredited training programs; and
- Be responsive to complaints concerning experiences believed to be breaches of the Code by ICF-approved and -accredited training programs.

The first step in the Program Complaint Process is the filing of a complaint. The Program Complaint Process applies to complaints directed to ICF about approved and accredited training programs that, by virtue of their ICF affiliation, have agreed to participate in the process. The process includes provisions for investigation of the allegations in the complaint by ICF, in which both the program and the individual filing the complaint may provide information.

If there is a determination that a standard of the Code has been breached, a recommendation for corrective action may also be made, which may include remedial actions or sanctions (such as temporary suspension of the ICF approval or accreditation), if warranted by the circumstances.

The Program Complaint Process is one between ICF and its approved and accredited training programs. ICF and its Program Complaint 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.

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

Complaints made under the Program Complaint 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 Program Complaint Process is a detailed and time-consuming one. Every reasonable effort will be made to complete the process within five (5) months; however, longer completion times may be required due to the diligence of the work.

If you believe that you have experienced or witnessed a potential breach of the Code, we invite you to complete the online complaint form available at Coachfederation.org. If the complaint references a specific ICF Credential-holder or ICF Member, click [here](#) for more information on the Ethical Conduct Review (ECR) Process. Should you have any questions about your situation or the complaint form, please email ICF at icfheadquarters@coachfederation.org.

Elements of the Program Complaint Process

1. Filing and Initial Review of Complaint:

(a) In order to initiate a complaint under the International Coach Federation (ICF) Program Complaint Process, a complainant must utilize the specified online ICF Program Complaint Process. At a minimum, the complaint must be signed by the complainant; must specify, by number, one or more standards of the [ICF Code of Conduct](#) (Code) that allegedly has been violated by the organization identified in the complaint; and must state the facts pertaining to the alleged breach of the Code. 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 ICF Global staff, who will verify the organization and program named in the complaint has a current accredited or approved program.

(c) If ICF Global staff determines that the program named in the complaint is currently neither ICF-accredited nor – approved, nor is it affiliated with the ICF in any way, ICF Global staff will notify the complainant of that fact and that ICF has no authority to act.

(d) If the program named in the complaint is determined currently to be an ICF-accredited or -approved program or affiliated with ICF, the complaint will be forwarded to the Standards and Compliance Manager, who will then review the complaint for completeness. The Standards and Compliance Manager may contact the complainant for additional information, if needed.

(e) If the complaint is deemed complete, Standards and Compliance Manager will notify the organization named in the complaint, provide the appropriate individual with a copy of the complaint and any related materials submitted by the complainant, and may request a brief response.

2. Review to Determine if the Complaint Merits Further Consideration:

(a) The Standards and Compliance Manager will convene the appropriate staff to determine if the complaint's subject matter comes under the Code's jurisdiction or if a breach has been adequately alleged. ICF Global staff may hold conversations with the complainant and/or the organization named in the complaint if additional information or clarification is needed.

(b) If the complaint is determined to be relevant to only curricula, the complaint form will be logged and stored in the ICF database. Three related complaints will trigger a full reassessment of the program's submitted course materials and a potential audit. The ICF Global Program Accreditation Department may contact the complainant and/or organization for additional information, if deemed necessary.

(b) If the appointed staff members determine that the complaint is not within the Code's jurisdiction, or that a breach has not been adequately alleged, the Standards and Compliance Manager will so notify the complainant and the organization named in the complaint.

(c) If the appointed staff members determine that the complaint is frivolous, 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 Standards and Compliance Manager will so notify the complainant and the organization named in the complaint.

(d) If it is determined that the complaint warrants further investigation then the complaint will move to the next stage in the Program Complaint Process.

3. Investigation (ICF Global Program Accreditation Department):

- (a) The complainant and the organization named in the complaint will be notified by ICF staff that an investigation will be held and the organization is requested to submit a complete written response to the complaint.
- (b) The ICF Program Accreditation Department will review, collect additional information if needed and prepare a factual written report of its findings, which is provided to the ICF Leadership.
- (d) If the decision is that no breach could be determined, the case is closed and the complainant and organization named in the complaint are so advised in writing via Standards and Compliance Manager.
- (e) At this point a determination has been made by ICF Global and the complaint will move to the final stage in the Program Complaint Process.

4. Final Determination (Potential Action):

- (a) If the decision is that a breach has indeed occurred, the ICF Program Accreditation Department will determine the appropriate remedial actions or sanctions and the results will then be conveyed to the appropriate parties.
- (b) If the organization accepts these remedial actions or sanctions, the case is closed and a final determination is provided in writing to the complainant and the organization named in the complaint.
- (c) If the organization named in the complaint does not accept these remedial actions or sanctions, the organization may ask for reconsideration and submit in writing the reasons for reconsideration.
- (d) After a requested reconsideration, the ICF Program Accreditation Department will prepare a Final Determination, which will include its findings along with any remedial actions and/or sanctions. The Final Determination will be sent to the complainant and the organization named in the complaint.
- (e) If the organization does not accept the remedial actions and/or sanctions and does not avail the right to reconsideration, an automatic loss of approval or accreditation will occur.
- (f) The determination as submitted is final.