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ICF Formal Complaint Submission Form

On behalf of International Coach Federation (ICF) and its members, we thank you in advance for your cooperation with our Ethical Conduct Review (ECR) Process and Program Complaint Process. This form should be used to report possible breaches of the ICF Code of Ethics or the ICF Code of Conduct. Before completing this form, we highly recommend that you read the [ICF Code of Ethics](#), the ICF [Program Accreditation Code of Conduct](#) and the Explanation of the Complaint Process. To most effectively serve all those involved, and to assist in a just resolution, please provide the information requested on the form below.

What is the nature of your complaint? *

- Ethical complaint against an individual coach;
- Code of Conduct complaint against an organization providing Coach-Specific Training;
- Both (Ethical complaint against an individual & Code of Conduct complaint against an organization providing Coach-Specific Training);
- Or, complaint concerning a coach-specific training program's curriculum.

Complainant (Individual filing the complaint)

Please know that the ICF will not investigate anonymous complaints.

Full Name: *

First Name Last Name

Title: *

Address: *

Street Address

Street Address Line 2

City

State / Province

Postal / Zip Code

Country

Daytime Phone: *

E-mail address: *

example@example.com

Do you speak more than one language fluently? *

Yes

No

If yes, please state which language(s) you speak fluently. *

Preferred method of contact: *

Information about the coach involved in your complaint

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Coach's Full Name: *

First Name Last Name

Name of Coach's Business (if applicable):

Address (if applicable):

Street Address

Street Address Line 2

City

State / Province

Postal / Zip Code

Country

Daytime Phone: *

E-mail Address: *

example@example.com

Is the Coach an ICF Member? *

Is the Coach ICF Credentialed? *

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Information regarding the organization involved in the complaint

Name of the Organization: *

Name of the ICF approved/accredited coach-specific training program: *

Is this training program accredited or approved with ICF as an Accredited Coach Training Program (ACTP), Approved Coach-Specific Training Hours (ACSTH) course or Continuing Coach Education (CCE) course? *

Organization's Website:

Contact e-mail address for this organization (if known):

example@example.com

Address (if known):

Street Address

Street Address Line 2

City

State / Province

Postal / Zip Code

Country

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Daytime Phone:

Please know that in order to file a complaint regarding a coach-specific training program, that program must be currently accredited or approved with ICF.

Please [click here](#) to see what ICF will and will not investigate.

Information and documentation outlining the relationship

What was your relationship with this coach at the time of the alleged breach? *

What was your relationship with this organization at the time of the alleged breach? *

If you had a coach-client relationship, was there a written agreement? *

Yes

No

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If yes, you will be given the opportunity to upload your document at the end of this form.

If no, please complete the following questions:

Did you hire this coach? *

Yes

No

Start Date:



Month Day Year

End Date:



Month Day Year

What financial arrangements did you have with this coach? *

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What other agreements or understandings did you have? *

Are you enrolled in a training program being delivered by this organization? *

Yes, I am currently enrolled

No, I was enrolled at one time by not any longer.

I have never enrolled in a training program offered by this organization.

Date of enrollment:



Month Day Year

When did you complete/withdraw from the program?



Month Day Year

Have you completed any training hours with this organization to date? *

Yes

No

Number of training hours completed with this organization to date: *

Did you sign an agreement or contract to enroll in this training program? *

Yes

No

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If yes, you will be given an opportunity to upload your documents at the end of this form.

Information regarding the specific allegations

Standards of ICF Code of Ethics (Part two, Paragraphs 1 through 25) that allegedly were breached by the coach named in this complaint: *

ICF Program Accreditation Code of Conduct standard that allegedly were breached by the coach-specific training organization named in this complaint: *

What was involved in the alleged breach of the ICF Code of Ethics? *

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Who was involved in the alleged breach of the ICF Program Accreditation Code of Conduct? *

When did these events take place? *

Where did the events occur? *

Specifically, what happened? *

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Action taken to resolve the disagreement

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

What resolution alternatives have you and the organization discussed to date? *

State below any other actions you have taken to resolve this complaint and the outcomes: *

By submitting this complaint, what are the expected outcomes from this process? *

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Upload supporting documents

Instructions

1. Provide a document name (short display name for the document);
2. Browse your computer files for the document(s) you wish to upload;
3. Click the upload button;
4. Use the additional upload fields for the remainder of your supporting documents;
5. and, when finished upload all supporting materials, click the Next button to continue.

Document Name:

Document Name:

Document Name:

Document Name:

Authorization to Investigate

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Please complete the following authorization for us to proceed with an investigation of your complaint.

I declare the facts I have stated herein to be true and the supporting documents submitted to be authentic to the best of my knowledge and belief. I further declare that I am filing this complaint in good faith and upon reasonable belief and that the complaint is not being filed for the purpose of harassment or embarrassment of the parties named. If after review the ICF and/or IRB reasonably determine that my complaint is based upon false or misleading information and/or documents, I understand that my complaint will be dismissed with prejudice and that I may be subject to sanctions as reasonably determined by the ICF in consultation with the IRB. If the complaint is deemed incomplete or insufficient in its allegations, the ICF, in its reasonable discretion, may reject the complaint and return it to me for completion or further supplementation.

I hereby authorize the ICF, ICF staff and the members of the ICF Independent Review Board (IRB) to review and communicate the complaint and supporting documentation to the Coach and/or Organization identified in my complaint. I further acknowledge that I have read, acknowledge my understanding of, and agree to be bound by the following:

- (1) the ICF, its officers, directors and staff, including the IRB members, cannot guarantee any outcome, and are therefore held harmless of any claim arising out of this complaint or the ECR Process;
- (2) the ICF, IRB is not a court of law and cannot impose monetary awards or provide injunctive or other relief, but can provide certain remedies (such as, by way of example, requiring the coach named in the complaint to take certain trainings) and certain sanctions (such as, by way of example, suspending or terminating an organization's approval/accreditation with the ICF); and
- (3) the ICF, the IRB and anyone associated with the ECR Process cannot act as my attorney or advisor.

I acknowledge and agree that a copy of this complaint and all other supporting documents I submit will be disclosed in full to the Coach and/or Organization I have named in the complaint. In the event that the Coach and/or Organization identified by me in the complaint is not a member of the ICF, nor an ICF credentialed coach, or ICF accredited/approved organization, I understand that the ICF has no authority to pursue the complaint or an investigation of the same, nor can ICF compel any action or response from the named Coach or Organization. In that event, ICF will notify me in writing. Where the Coach or Organization I have named in the complaint is subject to the authority of the ICF, the Coach and/or Organization will be provided with an opportunity to review and respond in accordance with established Ethical Conduct Review (ECR) procedures.

I further acknowledge my understanding that this is a confidential peer review process and not a legal proceeding. I agree to at all times while my complaint is pending promptly and in good faith cooperate with the ICF and IRB in its investigation of the complaint. I will be advised of the outcome and any remedies or sanctions, if so imposed on the Coach and/or Organization that is the subject of the complaint. I further understand and agree that I will not be provided access to the IRB's reports, notes, findings or other written documents relied upon and which were generated in connection with the investigation and IRB deliberation on this matter. Members of the IRB shall be authorized to review any and all documents, statements, notes or other records submitted by me or by the Coach or Organization named in my complaint and/or which are obtained or developed in the course of the investigation and deliberation on this matter.

By filing this complaint against the Coach and/or Organization named, I hereby knowingly and voluntarily waive my right to confidentiality as it relates only to my interactions with the named Coach and/or Organization.

The ICF's Ethical Conduct Review (ECR) process and the contents of this complaint are intended to be and remain confidential in nature. Notwithstanding that presumption of confidentiality, I understand and agree that some facts and information derived from my complaint, the investigation of the same and the IRB's

findings may be disseminated and used by the ICF and IRB for educational and training purposes only. Prior to any education or training related dissemination and use, the ICF will undertake reasonable and good faith efforts to protect the identities of the parties and to remove those references that may identify or be used to identify the parties, as well as confidential information contained in the records.

I have read the above and agree to be bound by the same.

Full Name: *

First Name Last Name

Signature Date: *



Month Day Year

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