

Ethical Complaint Form for ICF Professionals

On behalf of the International Coaching Federation (ICF) and its stakeholders, we thank you in advance for your cooperation with our Ethical Conduct Review (ECR) Process. This form should be used to report possible breaches of the ICF Code of Ethics by an ICF Professional (ICF Coach Member or ICF Credential-holder).

In order to file your complaint, you will need to go through the [Decision Tree](#) first.

Did you go through the Decision Tree? Yes No

In order to have a well-informed complaint filing, we highly recommend that you read the [ICF Code of Ethics](#) and the [Explanation of the Complaint Process](#). Please note that the complaint form is only available in English but you may submit the complaint in another language. If the complaint is accepted into the Ethical Conduct Review process, professional interpreters and/or translators will be utilized to ensure your complaint is clearly communicated.

SAMPLE

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

Authorization to Investigate

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 reviewing 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 ICF Professional Coach 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 ICF 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 ICF Professional Coach I have named in the complaint. In the event that the ICF Professional identified by me in the complaint is neither an ICF member coach nor an ICF credentialed coach, 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. In that event, ICF will notify me in writing. Where the ICF Professional I have named in the complaint is subject to the authority of the ICF, the ICF Professional 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. Subject to the reasonable discretion of the ICF and IRB, I may be advised of the outcome and any remedies or sanctions that may be imposed upon the ICF Professional who is the subject of my 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 ICF Professional 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 ICF Professional, I hereby knowingly and voluntarily waive my right to confidentiality as it relates only to my interactions with the named ICF Professional.

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 such education or training related dissemination and use by either the ICF or IRB, 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.

Please note: a “no” response to any of the statements below will prohibit you from completing this complaint form.

I understand that ICF will not review anonymous complaints.

Yes No

I understand that a 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.

Yes No

I hereby authorize that digital interview can be recorded.

Yes No

I allow ICF/IRB to share all evidence that I have shared/will share relating to this complaint, with the ICF Professional.

Yes No

I affirm that there is no concurrent legal proceeding involving any element or allegation of this complaint.

Yes No

I affirm that this complaint is not solely concerning an ICF Professional’s Intellectual Property (IP) infringement without proof from a court of law that such a violation has been demonstrated.

Yes No

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

Full Name: *

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First Name Last Name

Signature Date: *

			
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Month Day Year

Complaint Form

To most effectively serve all involved, and to assist in a just resolution, please provide the information requested on the form below.

Information about the Complainant (individual filing the complaint)

Full Name: *

First Name Last Name

Title: *

Address: *

Street Address

Street Address Line 2

City

State / Province

Postal / Zip Code

Country/Territory

Daytime Phone: *

E-mail address: *

example@example.com

What is your native language? *

Please state other language(s) you speak fluently, if any. *

Preferred method of contact: *

Information about the ICF Professional involved in your Complaint

ICF Professional's Full Name: *

First Name Last Name

Name of ICF Professional's Business (if applicable):

Address (if applicable):

Street Address

Street Address Line 2

City

State / Province

Postal / Zip Code

Country/Territory

Daytime Phone: *

E-mail Address: *

example@example.com

Is the ICF Professional an ICF Member? *

Yes No I don't know

Is the ICF Professional an ICF Credential-holder? *

Yes No I don't know

What was the ICF Professional's role when these events occurred?

Coach Trainer Mentor Supervisor

If you had a coach-client relationship, was there a written or verbal agreement? If written, you will be given the opportunity to upload your document at the end of this form.

Yes No

If there was not a written agreement, was there a verbal agreement? And, if so, what is your understanding of the agreement, particularly around those areas that pertain to the alleged breach?

**What financial arrangements did you have with this Coach?
Pro bono, paid by me, paid by a Third Party (individual or organization)**

What other agreements or understandings did you have?

Start Date:

End Date:

SAMPLE

Information regarding the specific allegations

Standards of ICF Code of Ethics that allegedly were breached by the ICF Professional named in this complaint:
Please indicate what makes you think that this Standard was breached*

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

Specifically, what happened?

When did these events take place? *

Where did the events occur? *

SAMPLE

Action taken to resolve the disagreement

What resolution alternatives have you and the ICF Professional discussed to date? If none, please explain. *

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? *

SAMPLE

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:

Definitions:

- 1 - The Independent Review Board (IRB) is an integral part of the International Coaching Federation (ICF) and a cornerstone for the Association's guidelines regarding ethics and values. The IRB's charge is to uphold the standards of the coaching profession as stated in the ICF Code of Ethics.
- 2 – An ICF Professional is an individual that is an ICF Member or an ICF Credential-holder.

Submit