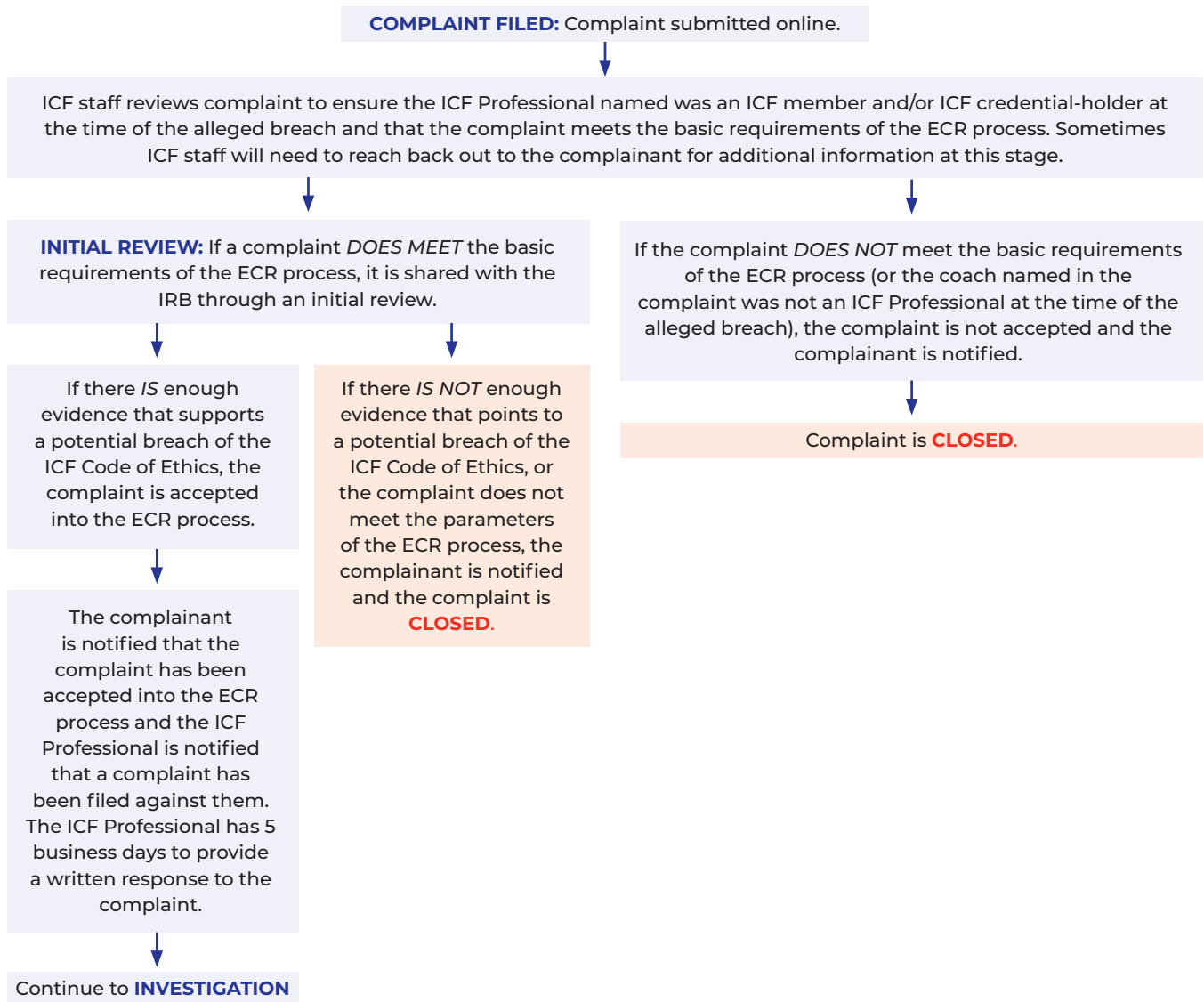


Ethical Conduct Review (ECR) Process

Before filing an ethical complaint against an ICF Professional (individuals who are representing themselves as an ICF member or ICF credential-holder, in roles including but not limited to coach, coach supervisor, coach trainer or student of coaching), you will first want to review the Ethical Conduct Review (ECR) information and Sample Form. When ready to file an ethical complaint, you will first need to walk through the ECR Decision Tree Questionnaire to help determine if you should file a complaint. Upon completion of the questionnaire, you will find a link to the Ethical Complaint Form for ICF Professionals.



INVESTIGATION: This is the fact-finding part of the ECR process. The Investigation Team assigned to the complaint will conduct separate interviews with the ICF Professional and complainant. An internal Investigation Report is created to show all the details of the team's findings.

FINAL REVIEW: The Final Review Panel assigned to the complaint will review the Investigation Report and other complaint files to make a final determination. A Final Report is written and shared with the ICF Professional in the investigation.

If the ICF Professional *IS FOUND* in breach of the ICF Code of Ethics, they may choose to accept the findings of the IRB or file for reconsideration.

If the ICF Professional *IS NOT FOUND* in breach of the ICF Code, the complaint is **CLOSED** and both parties are notified.

If the ICF Professional accepts the IRB's findings, they will begin working on their Learning Plan to ensure they are taking steps to learn from their breach of the ICF Code of Ethics. The complainant is notified that the ICF Professional was found in breach, noting specifically which standard(s) were breached. The Final Report, nor any additional information will be shared with the complainant.

RECONSIDERATION: The ICF Professional may file for reconsideration if relevant information or evidence has been found that could potentially change the outcome. Reconsideration requests must be made within 15 days of the date the ICF Professional receives the Final Report.

If reconsideration is **ACCEPTED**, the Final Review Panel will review the additional documents and discuss the facts. Their determination will be considered final.

If reconsideration is **NOT ACCEPTED**, they will begin working on their Learning Plan to ensure they are taking steps to learn from their breach of the ICF Code of Ethics. The complainant is notified that the ICF Professional was found in breach, noting specifically which standard(s) were breached. The Final Report, nor any additional information will be shared with the complainant.

Once the ICF Professional completes and submits their Learning Plan to the IRB, the complaint is **CLOSED**.

If the ICF Professional is no longer found in breach, the complaint is **CLOSED** and both parties are notified.

If the ICF Professional is still found in breach, they will begin working on their Learning Plan to ensure they are taking steps to learn from their breach of the ICF Code of Ethics. The complainant is notified that the ICF Professional was found in breach, noting specifically which standard(s) were breached. The Final Report, nor any additional information will be shared with the complainant.

Once the ICF Professional completes and submits their Learning Plan to the IRB, the complaint is **CLOSED**.

Once the ICF Professional completes and submits their Learning Plan to the IRB, the complaint is **CLOSED**.