

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 (an ICF Coach Member or ICF Credential-holder).**

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 ECR process, professional interpreters and/or translators will be utilized to ensure your complaint is clearly communicated.

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.

Authorization to Investigate

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 completing the initial review of my complaint the International Coaching Federation (ICF) and/or Independent Review Board (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 IRB to review and communicate the complaint and all 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:

(I) the ICF, its officers, directors and staff, including the IRB members, do not guarantee any outcome with respect to a submitted complaint and that ICF, its officers, directors, staff and IRB member volunteers specifically disclaim any and liability arising out of the ECR process and the findings with respect to my complaint. I further agree that I shall hold harmless the ICF, its officers, directors, staff and IRB member

volunteers from any claim(s) arising out of my complaint, the Ethical Complaint Review (ECR) Process or the IRB findings with regard to my complaint.

(2) the ICF, IRB and ECR process do not constitute legal proceedings or a court of law. As such, neither the ICF nor the IRB is empowered to impose monetary awards or provide injunctive or other relief. The authority of the ICF and IRB as part of the ECR process is limited. Available remedies include, but are not limited to, requiring the ICF Professional Coach named in the complaint to undertake certain trainings and to take certain disciplinary measures (such as, by way of example, suspending or terminating an ICF membership or ICF Credential); and

(3) neither the ICF, the IRB and nor anyone associated with the ECR Process is permitted to act as my attorney, advisor or counselor in connection with a complaint.

I acknowledge my understanding and agreement that a copy of this complaint and all supporting documentation I submit to or elect to disclose to the assigned Investigative Team or the IRB shall be fully disclosed to the ICF Professional Coach I have named in the complaint. In such event the ICF Professional Coach against whom I have filed the complaint may use the supporting documentation I have disclosed in connection with the coach's response and defense to the complaint. In the event that the ICF Professional identified by me in the complaint is not a member of the ICF, 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 coaching professional. 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 ECR procedures.

I further acknowledge my understanding and agreement 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 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 named ICF Professional, I hereby voluntarily and knowingly waive my right to assert the confidentiality of information, documentation or statements as such relate to my client interactions with the named ICF professional coach and/or which are directly relevant to the named coach's ability to respond in good faith to and in defense of the allegations I have made against the coach.

The ICF's 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.

I am aware that if the complaint is accepted by the IRB for review, it must proceed in accordance with the timeline established by the investigation team, unless extenuating circumstances prevent this.

Circumstances that would allow delay of the process are determined at the reasonable discretion of the IRB. Otherwise, the complaint may be dismissed and can be refiled as long as it is still within the one-year time frame required by the IRB.

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. The one (1) year limitation is in place to stress the importance of timely reporting of complaints and to better ensure the likelihood of accurate recollections of fact and the preservation of relevant documentation by the parties to the complaint. *

Yes

No

I hereby authorize that my digital interview can be recorded. *

Yes

No

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

Yes

No

I understand that the IRB reserves the right to suspend, at the IRB's reasonable discretion, any action on any properly filed ethical complaint until known pre-existing, pending and related civil or criminal actions have been resolved. Complaints involved in a current legal matter will not be accepted for the ECR process. *

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 affirm that ICF will not review complaints about AI coaching applications where a human coach (ICF Professional) is not involved. *

Yes

No

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 (if applicable):

Street Address

Street Address Line 2

City

State / Province

Postal / Zip Code

Daytime Phone Number: *

Email Address: *

example@example.com

What is your native language? *

Please state any 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

Daytime Phone Number: *

Email 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
- Conference Speaker
- Other

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 was your relationship with the ICF Professional at the time of these events? *

What financial arrangements did you have with this ICF Professional? *

- Pro bono
- Paid by me
- Paid by a third party (individual or organization)
- None

What other agreements or understandings did you have? *

Please indicate with whom and how, and, and who gave you information about these.

Please enter the timeframe in which you worked with the ICF Professional:

Month Day Year

Month Day Year

Information regarding the specific allegations

In this section, please select up to four primary standards of the ICF Code of Ethics that you consider were breached by the ICF Professional named in this complaint.

If the alleged breach occurred after April 1, 2025, you may review the updated standards of the ICF Code of Ethics: <https://coachingfederation.org/credentialing/coaching-ethics/icf-code-of-ethics/>

If the alleged breach occurred before April 1, 2025, you may review the previous standards of the ICF Code of Ethics: <https://coachingfederation.org/resource/icf-code-of-ethics-2020/>

If you need help from ICF to understand the ICF Code of Ethics, please contact us at ethics@coachingfederation.org.

I. Please choose one of the standards of the ICF Code of Ethics that was allegedly breached by the ICF Professional named in this complaint: *

Please Select

If you need help from ICF to understand the ICF 2020 Code of Ethics, please contact us at ethics@coachingfederation.org.

Please explain how the ICF Professional allegedly breached this standard of the ICF 2020 Code of Ethics. *

0/500

Include any evidence or documents to support your alleged breach of this standard. Please provide a document name (short display name for the document). Browse your computer files for the document(s) you wish to upload. Click on the upload button. Use the additional upload fields for the remainder of your supporting documents.

Did the alleged breach occur after April 1, 2025? *

- Yes
- No

2. Please choose one of the standards of the ICF Code of Ethics that was allegedly breached by the ICF Professional named in this complaint:

Please Select

If you need help from ICF to understand the ICF 2020 Code of Ethics, please contact us at ethics@coachingfederation.org.

1. Please choose one of the standards of the ICF Code of Ethics that was allegedly breached by the ICF Professional named in this complaint: *

Please Select

If you need help from ICF to understand the ICF 2025 Code of Ethics, please contact us at ethics@coachingfederation.org.

Please explain how the ICF Professional allegedly breached this standard of the ICF 2020 Code of Ethics.

0/500

Please explain how the ICF Professional allegedly breached this standard of the ICF 2025 Code of Ethics. *

0/500

Include any evidence or documents to support your alleged breach of this standard. Please provide a document name (short display name for the document). Browse your computer files for the document(s) you wish to upload. Click on the upload button. Use the additional upload fields for the remainder of your supporting documents.

3. Please choose one of the standards of the ICF Code of Ethics that was allegedly breached by the ICF Professional named in this complaint:

If you need help from ICF to understand the ICF 2020 Code of Ethics, please contact us at ethics@coachingfederation.org.

Please explain how the ICF Professional allegedly breached this standard of the ICF 2020 Code of Ethics.

0/500

2. Please choose one of the standards of the ICF Code of Ethics that was allegedly breached by the ICF Professional named in this complaint:

If you need help from ICF to understand the ICF 2025 Code of Ethics, please contact us at ethics@coachingfederation.org.

Include any evidence or documents to support your alleged breach of this standard. Please provide a document name (short display name for the document). Browse your computer files for the document(s) you wish to upload. Click on the upload button. Use the additional upload fields for the remainder of your supporting documents.

Please explain how the ICF Professional allegedly breached this standard of the ICF 2025 Code of Ethics.

0/500

4. Please choose one of the standards of the ICF Code of Ethics that was allegedly breached by the ICF Professional named in this complaint:

Please Select

If you need help from ICF to understand the ICF 2020 Code of Ethics, please contact us at ethics@coachingfederation.org.

Please explain how the ICF Professional allegedly breached this standard of the ICF 2020 Code of Ethics.

0/500

Include any evidence or documents to support your alleged breach of this standard. Please provide a document name (short display name for the document). Browse your computer files for the document(s) you wish to upload. Click on the upload button. Use the additional upload fields for the remainder of your supporting documents.

3. Please choose one of the standards of the ICF Code of Ethics that was allegedly breached by the ICF Professional named in this complaint:

Please Select

If you need help from ICF to understand the ICF 2025 Code of Ethics, please contact us at ethics@coachingfederation.org.

When and where did these events take place? *

0/500

Please explain how the ICF Professional allegedly breached this standard of the ICF 2025 Code of Ethics.

0/500

Action taken to resolve the disagreement

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

0/500

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

0/500

4. Please choose one of the standards of the ICF Code of Ethics that was allegedly breached by the ICF Professional named in this complaint:

Please Select

If you need help from ICF to understand the ICF 2025 Code of Ethics, please contact us at ethics@coachingfederation.org

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

0/500

Please explain how the ICF Professional allegedly breached this standard of the ICF 2025 Code of Ethics.

0/500

Signature

You agree that everything you have included is accurate and true to the best of your knowledge.

Date Signed: *

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Month Day Year

Submit