

ACTO Ethical Conduct Review (ECR) Process

Initial Review:

Ethics Committee Chair or designee reviews the completed form.

Confirm Appropriate / or not for ACTO Response

- Is the coach/trainer or their organization an ACTO Member?
- Is the complainant connected with the ACTO member?
- Is the complaint specific to the connection with a coach training organization?

Confirm Ethics Related

Ethics Board Chair or designee confirms that the issue is ethics-related (not business/contractual or legal).

- Claim will be denied:
 - if complainant is not an active ACTO member or
 - if complaint/incident does not fall under the requirements for an Ethics Consult –
 - If not applicable, Ethics committee is responsible for informing the Complainant and ACTO Board of Directors.
- If there proves to be a potential breach of conduct, the incident report will advance to the next steps including hearing preparation and hearing process.

Ethics Committee Chair or designee will contact the Complainant to:

- Confirms the reason for submitting a complaint.
- Confirms the Complainant will be available for requests of additional information
Explain the scope of the ECR process.
- **Send Copy of Complaint to Coach Trainer and Ethics Review Committee**
- Coach/trainer will have 15 calendar days to respond with additional information.

Contact Ethics Review Committee Members

- Recuse Ethics Review Committee member if they are connected with the Complainant or Respondent or if there is or could be a conflict of interest.
- Note: this is not a legal process (no professional attorney) and is a private process.

Assign Complainant and Respondent Liaisons

- Select Ethics Committee Members not part of the hearing panel who will be a liaison for each the Complainant and Respondent to support and advise on progress throughout the ECR process and if there is a hearing.

Determine if a Hearing is Warranted

- Invite input from Complainant and Respondent as to whether a hearing is warranted.
- Invite input from Ethics Review Committee as to whether a hearing is warranted.
- Ethics Committee Chair determines whether to have a hearing.

Hearing Process

- Determine who will facilitate the hearing and who will be on the hearing panel.
- Hearing panel reviews information and requests additional information if required.
- Check if there are witnesses and contact them if warranted.
- Schedule a virtual hearing with Complainant and Respondent.

- Hold the virtual hearing with Complainant and Respondent.

After Review or Hearing

- Ethics Review Committee involved in the process determines remedies as appropriate.

Appeals Process

- An appeals process is available if there is additional information after the hearing.
- If appropriate, the hearing team reconvenes to review the new information and see if there is still a breach of ethics.
- If there is a second hearing the Ethics Board reconvenes to discuss the outcome, determine if there was an ethics breach and if so, determines the remedies. The determination is communicated to Complainant and Respondent.

Remedy Options

Determine if remedies are appropriate. Possibilities include:

- Research Paper: 3000-word minimum in Respondent’s primary language.
Paper Guidelines:
 - Times New Roman 12-point font with 1-inch margins.
 - Note resources used in research in addition to the 3000 words.
- Mentor/Supervisor Coach with Ethics-specific Expertise.
 - Determine number of months and sessions (typically 3-6 months).
- Continuing Education if available within timeframe.
- Cancel ACTO Membership.

Remedy Timeframe:

3 to 6 months to complete remedy(ies) depending on the extent.

If a second violation occurs, the process may be expedited and additional remedies imposed.

Hearing Panel Follow-up:

Hearing Panel Liaison to follow-up with Respondent: meet virtually to receive/review completion of the remedy(ies) and debrief the Respondent’s learning as a result of the ECR process.

End of Process
