

## European Mentoring & Coaching Council UK (EMCC UK)

### Complaints Procedure

The Global Code of Ethics aims to guide its subscriber members and those involved in coaching and mentoring in the way they should be conducting their activities. The Global Code of Ethics sets out what the client can expect from the coach/mentor in either a coach/mentoring, training or supervisory relationship. It recognises that the primary responsibility of the coach/mentor is to provide the best service to the client and to act in such a way as to cause no harm to clients and sponsors. EMCC UK recognises that there may be occasions when its members do not meet the requirements of the Global Code of Ethics. This procedure is designed to allow people to make complaints of professional misconduct by EMCC UK Members and for such complaints to be properly investigated by the EMCC UK.

#### Informal complaint

In the first instance EMCC UK encourages any complaint to be directed to the subscribing individual or organisation concerned if this is reasonable and practicable to do so. If the matter is not resolved to the complainant's satisfaction in this way, then a formal complaint may be made in the way described below.

#### Formal complaint

A complaint can be investigated by EMCC UK if:

- it is being made about a coach/mentor or organisation that is a member of the EMCC UK
- the complainant has first approached the individual or organisation in question and sought to resolve the issue, or bring about the necessary change in behaviour (as above)
- it is a matter relating to professional conduct
- the complaint is not being made anonymously
- the matter is not already the subject of court proceedings
- the alleged violation of the Code of Ethics should normally have taken place in the last 12 months or have been reported no later than 6 months after the end of the coaching relationship.

Where a complaint is being made about a coach/mentor who is a member of EMCC International and not EMCC UK, EMCC UK will forward the complaint to the relevant person in that organisation to progress.

#### Making a complaint

1. Please contact EMCC UK via the email address [governance@emccuk.org](mailto:governance@emccuk.org), or by phone call to our Membership Service team, to advise that you wish to make a complaint. Subsequent to this the Director of Governance may contact you to discuss the reason for the complaint and any steps that have already been taken to resolve the matter directly with the individual or organisation concerned.

2. All complaints must be in writing and should be sent directly to the Governance Director. The complaint should detail the allegation of professional misconduct and those parts of the Global Code of Ethics that the complainant thinks have been breached. Any documents or other evidence that supports the complaint should be included; but will be returned if requested. Please note: email is not a secure medium so complainants will need to exercise care with any personal or confidential information they share with the Governance Director. An acknowledgement email will be sent back to the complainant within 5 working days.
3. The Director of Governance will investigate the complaint and if necessary contact the complainant and/or person complained against for further information or clarification of any points. The complainant should be aware that full details of their complaint may need to be shared with the subject of their complaint to enable a full and proper enquiry to be undertaken. Before a decision is made, the complaint and investigations will be reviewed by the Director of Governance and one of the EMCC UK Governor Members to ensure a fair and balanced conclusion.
4. If there is no evidence of a breach of the Code, or insufficient evidence to conclude that a breach has occurred, the complaint will not be taken further.
5. If there has been a breach of the Code, but of a minor nature. No formal action will be taken, but the EMCC UK member will be asked to undertake corrective action, which may involve training and/or supervision.

The Director of Governance will write to the complainant and the person complained against setting out the decision within fourteen days\*.

If the alleged complaint is considered a serious breach of the code of ethics the Director of Governance will:

- inform the EMCC UK Member complained against that a case has been made in which it is alleged that a serious breach of the Code of Ethics has occurred.
- require the member complained against to make a written response to the allegations within twenty-eight days\* of receiving notification of the alleged breach, together with corrective actions if appropriate.

If the Director of Governance is not satisfied with the reply and corrective actions then sanctions may include:

- suspension of recognised status (including accreditation and authority to supervise or train), or membership, for a set period or until certain conditions are met
- removed as a member of EMCC UK, (this may also include removing or suspending accreditation and authority to supervise or train).

The decision will be communicated in writing to all concerned and will become effective immediately.

\* As a volunteer organisation, timescales are indicative and we will do our best to respond to within these targets, but cannot always commit to do so.

### **Appeals procedure**

The complainant or the person complained against may appeal against the recommendation of the Director of Governance. To initiate an appeal, either party should write to the President of EMCC UK within 28 days of the decision being made. No new evidence will normally be accepted in the consideration of the appeal unless in exceptional circumstances.

Appeals will be investigated by the EMCC UK President and the Board of Governors. A decision will be made within eight weeks of receiving notification of the appeal and communicated to the parties in the case. The President's findings will be final and binding on all parties.

### **Timescales**

1. Complaint acknowledged within 5 working days
2. Minor or no complaint to answer - decision within 14 days
3. Serious complaint – decision made in 28 days
4. Appeal made within 28 days of decision date
5. Appeal decision made with 8 weeks of appeal notification

### **Further considerations**

Where the complaint involves a subscription member of another affiliated country (such as EMCC France) EMCC UK will forward details of the complaint to that country for further consideration. EMCC UK will then disengage from the process as we are only able to progress complaints against EMCC UK members. EMCC UK would of course continue to provide help and support where we are able to do so and at the request of the complainant.

Where a subscription member wishes to make a complaint against EMCC UK as an organisation, EMCC UK will follow the above process as far as possible. Where the complaint involves individual UK Board members, EMCC Global may be asked to investigate on our behalf in order to ensure the complaint receives an appropriate and impartial investigation, noting that EMCC UK is affiliated to the international EMCC organisation. EMCC Global have an equivalent process where complaints are investigated by a Panel of EMCC Global Officers with a right for both parties involved in the complaint to appeal the outcome. Any decision by EMCC Global will be carefully considered by EMCC UK, noting that as a private Company it cannot be compelled to action any third party recommendations that would cause it to be in breach of UK law.