



The Committee of Ethics

1. The Immediate Past President of IAPCO automatically takes up the post of the Chair of the Committee of Ethics and remains in post until a new Immediate Past President of Council is in place. The Immediate Past President appoints a Co-Chair from the members of the IAPCO Council as well as one other Council member to sit on the Committee of Ethics.
2. The Committee of Ethics focuses, primarily, on ethical issues relating to an IAPCO Member.
3. If there is any complaint regarding an ethical issue, IAPCO HQ will notify the Member that a complaint has been received by IAPCO HQ at which time, IAPCO Member is asked to provide comment in response to the complaint.
4. The complainant and Member response is then presented by HQ to the Chair of the Committee of Ethics and notification of this is sent to the complainant.
5. The Committee of Ethics will consider all complaints about Members using IAPCO's Code of Conduct, as approved by the IAPCO Council in Athens in September 2009.
6. The Committee of Ethics shall make a decision whether or not there is a case to answer having reference to the IAPCO Code of Ethics. The Committee of Ethics must have no contact by them either with the client or the Member. Any contact with the client or Member shall only be through IAPCO HQ.
7. If the Committee of Ethics finds that the complaint is unjustified then:
 - a. The Chair will advise and provide HQ with a response that should then be sent by HQ to both the Member and the complainant.
 - b. In doing so HQ will advise the complainant that the Committee of Ethics has found no case to answer. It shall not be necessary for the President to give reasons. Unless the matter is of such a nature that the Committee of Ethics considers important to do so in which case the Committee of Ethics shall provide the President with such reasons.
8. If the Committee of Ethics finds that there is a case to answer which is not of a serious nature then it shall:

- a. Endeavour to suggest ways in which the complaint can be resolved by the President. The recommendation shall be sent to the President and Council for the President to act upon and to discuss the matter with both the complainant and the Member to resolve the issue.
 - b. If the President and Council are unable to resolve the situation based on that recommendation then the matter shall be referred back to the Committee of Ethics to complete their finding based on the information before the Committee.
 - c. If during this consideration, the Committee of Ethics considers that it requires further information it shall seek that information, through communication from HQ, from either the complainant or the Member and shall then make its findings and recommendation to the President and Council based on that information.
9. Should there be a formal complaint regarding financial or business practice issues directed from a Member Client to an IAPCO Member as opposed to ethical issues, IAPCO HQ will conduct the following actions, in accordance with the previous steps:
- a. Contact IAPCO Member to seek their feedback regarding the issue,
 - b. Once feedback has been received, IAPCO HQ will share this with Member Client,
 - c. Should Member Client be satisfied with Member feedback, no further action will be required,
 - d. Should Member Client be unsatisfied with feedback, the Chair of IAPCO Committee of Ethics determines if IAPCO Quality Committee should conduct a full quality review of said IAPCO Member,
 - e. IAPCO Quality Committee reports findings to Chair of IAPCO Committee of Ethics and IAPCO HQ and Clause 10 below is considered,
 - f. IAPCO HQ informs Member Client of outcome following Clause 10 below.
10. If the Committee of Ethics finds that a complaint is of a serious nature it shall either:
- a. Seek further information from the complainant and the Member through communications from HQ,
 - b. Consider the information and then make a finding and recommendation to the President and Council as to whether the Member should be suspended from membership from IAPCO for a period of time and state what the time should be,
 - c. or whether the membership should be terminated.
- (Note: To terminate a membership the proper IAPCO procedures need to be followed once the recommendation is received by Council).
11. In any instance where further information is sought from the Member or the complainant a time limit of no more than one month shall be given for a response to be received, with advice that should the response not be received within that period then a decision will be made based on the information already held.
11. The President may empower the Chair to undertake the appropriate action directly with the complainant and/or member, if felt required and appropriate to do so.

12. Any decision made by the Committee of Ethics shall be by simple majority vote of the Council. The Chair shall not have a casting vote.

13. Any findings of the Committee of Ethics shall be communicated only by the direction of the Council.

HQ / SECRETARIAT

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