



Center for Coaching Certification Complaint Policy and Process

The Center for Coaching Certification utilizes the copy-righted STOP Conflict model: Stories, Topics, Options, Plan.

- Stories - Each person gets a chance to tell their story. Actively listen, rephrase, and reflect.
- Topics - create one list of topics together
- Options - Each is to offer multiple solutions – multiple solutions opens minds.
- Plan - List specific, measurable action steps, the timeline, and name the person responsible for the action.

Submitting:

- A complaint may be submitted to a trainer who may work with the coaching student to resolve it. If it is not resolved at that level, then the trainer is to elevate the complaint to the director of training.
- A complaint may be submitted to the support team who may work to resolve it. If it is not resolved at that level, then the complaint is elevated to the CEO.
- A complaint may be submitted directly to the CEO.

Initial Review

- Consider the complaint and how it is appropriate to address based on best serving the individual.
- Start with a conversation, verbally or by email, for clarity and understanding plus input from the individual on how they want it addressed.
- If the resolution is manageable and appropriate, move forward.
- If the complaint or desired resolution are either unreasonable or inappropriate, elevate it to the CEO.

Determine Appropriateness for Further Review and/or Action:

- Review the input from the person making the complaint and the person against whom the complaint is made.
- Determine the need and/or appropriateness of either resolving with appropriate action immediately or a more comprehensive investigation.

Investigate:

- Meet with the person making the complaint to learn more.
- Meet with the person against whom the complaint is made to learn more.
- Consider additional applicable information such as trends in behaviors, influencing factors, and reasonableness.

Explore Options and Opportunities:

- Ask each person involved to offer multiple options for resolution.
- Ask each person involved how they see it working for everyone within any constraints such as program guidelines, ethics, and company policies.
- Reflect on other possible solutions.



Final Determination:

- Decide which of the options best serves all involved.
- Notify everyone involved of the determination.
- Establish the process and timeline for follow-through and follow-up.

Appeal:

- If the person making the complaint or the person against whom the complaint believes the determination is out of line, offer them the space to be heard and understood.
- If it makes sense to reevaluate, go back to investigating, exploring options, and then determination.
- If it does not make sense to reevaluate, advise the person.
- If they want to know what else they can do, let them know about ICF's IRB.