

## IEA Ethical Conduct Review Process

The International Enneagram Association (IEA) is committed to maintaining a high level of ethical standards in the teaching and use of the Enneagram by and among its members and by those that it accredits. The Enneagram is a powerful tool used by IEA members in many different contexts, applications, relationships and professional settings. All members of the IEA are subject to the IEA Ethical Guidelines. All IEA Accredited Professionals, IEA Accredited Training Programs and IEA Accredited Enneagram Schools (collectively “Accredited Professionals and Programs”) are also subject to the IEA Code of Ethics. The IEA strongly encourages our members and Accredited Professionals to surface and resolve their differences with each other directly to the extent possible and to use the Enneagram system as a tool for accountability, transformation and reconciliation.

The IEA is committed to providing a forum where individuals can bring complaints against IEA members and IEA Accredited Professionals and Programs if a violation of the Ethical Guidelines and/or Code of Ethics is alleged to have occurred. The IEA is also committed to providing a fair process for the investigation and response to complaints that respects the dignity of all parties. As a result, the IEA Board has adopted this Ethical Conduct Review Process (“ECRP”) to provide a clear set of policies and procedures for the review, investigation, decision-making and response to alleged unethical practices or behaviors in violation of the Ethical Guidelines and/or Code of Ethics.

All complaints filed against IEA members or IEA Accredited Professionals or Programs pursuant to this ECRP will be investigated and handled as described below. ***If you are not able or willing to file a complaint, be interviewed or otherwise participate in an investigation as outlined below, or to have the person whom you believe has harmed you in violation of our ethical policies be made aware of your complaint, we may not be able to investigate or respond to your complaint.*** If your complaint involves a professional working in a field that has its own licensing board or legal and/or ethical requirements, or who is a member of other organizations that have certified or otherwise endorsed the professional’s work, you are encouraged to pursue any remedies available to you legally or through those avenues as well. ***If you have been harmed by unethical behavior or abusive conduct, we encourage you to seek supportive services from a therapist, clergy or other trusted professional.***

The IEA Board has created an Ethics Committee of Board members charged with periodically reviewing and updating the Ethical Guidelines, Code of Ethics and this ECRP. The Board has also created a special Ethical Conduct Review Committee (the “Committee”) for the sole purpose of conducting investigations and making recommendations with respect to complaints alleging ethical violations. The Committee will consist of 3-5 members elected by the Board and include representatives from the current Board (typically including the chairs of the Accreditation and External Relations Committees, if any) and up to 3 Accredited Professionals who are not currently serving on the Board. The Board will also elect a pool (the “Pool”) of 2 or more Accredited Professionals to serve as “alternate” members of the Committee in case one or more of the Accredited Professionals serving on the Committee has a conflict in relation to a particular complaint or is otherwise unavailable to serve at the time needed. (See “Conflicts” below.)

1. **Filing a Complaint** –

- a) The first step in the ECRP is the filing of a complaint. In order to provide for greater confidentiality and security and to ensure that sufficient information is provided to determine the applicable requirements and investigate the allegations, those wishing to initiate a complaint are requested to fill out the online [Complaint Form](#).
- b) If you need assistance with the form or have questions about the Ethical Guidelines, Code of Ethics or this ECRP, you may email the IEA at [ethicscommittee@internationaleenneagram.org](mailto:ethicscommittee@internationaleenneagram.org). This email is monitored by the IEA's administrative staff and the Board President(s). Please note that all complaints must provide the requested information in order to be processed and that email communications are not as secure as the online form.
- c) Regarding confidentiality, to the extent possible, information about the complaint and the parties and witnesses named in it will be restricted to those with a "need to know" in order to investigate and respond to the complaint or other complaints involving the same parties. However, an assurance of total confidentiality is not possible. Depending on the facts and circumstances, the Complainant's identity or other identifying details may be disclosed to the person or entity against whom the complaint is made (the "Respondent") in the course of the investigation or may otherwise become known. See "Confidentiality" below.

2. **Referral to the Committee** –

- a) **Logging of Complaint and Initial Staff Review** -When a complaint is received, the IEA's administrative staff will log it and conduct an initial review to determine:
  - i. the membership and accreditation status of the Respondent, including any Accredited programs the Respondent sponsors or is affiliated with;
  - ii. whether the Respondent currently has other roles or relationships with the IEA such as serving on the IEA Board, being scheduled to present at an IEA-sponsored conference or other event, leading an IEA Chapter or Affiliate, serving as an IEA EnneaGroup facilitator or volunteering on an IEA-sponsored committee; and
  - iii. whether the IEA has records of or is aware of other complaints previously filed against the Respondent.
- b) **Notification of Committee** - If the Respondent is currently a member or Accredited Professional or has other current relationships with the IEA, the IEA's administrative staff will notify the Committee of the existence of the complaint and such other relevant information. The complaint will be placed in a secure online folder accessible only to the Committee, the IEA Board President(s) and the administrative staff assigned to handle complaints.
- c) **Conflicts** - Any member of the Committee who believes he or she has a conflict in relation to a particular complaint or is not able to be reasonably available to participate in the necessary investigation and response process in a timely manner must promptly notify the Committee chairperson and recuse himself or herself from serving on the Committee with respect to that complaint. A "conflict" may exist as a result of prior experiences and/or relationships with either the Complainant or the Respondent that would make it difficult for the Committee member to render an impartial judgment or give the appearance of either positive or negative bias. If as a result of the recusal, the Committee has fewer than 3 members to serve with respect to a complaint, the Executive Committee will appoint a Board member or non-Board Accredited Professional from the Pool, as applicable, to replace the recused or unavailable Committee member(s) with respect to the complaint. In all other cases, the Committee may in its discretion determine whether the recused or

unavailable member(s) should be replaced with respect to the complaint, and if so, (i) if such Committee member is a Board Member, the Executive Committee will appoint a replacement Board member, and (ii) if such Committee member is a non-Board Accredited Professional, the remaining Committee members will choose a replacement from the Pool. *Note:* The Committee may also request that a member of the Pool join the Committee (or replace one of the non-Board Accredited Professionals on the Committee) with respect to a particular complaint if there is a language and/or cultural factor that would be better understood or addressed as a result.

### 3. **Committee Investigation and Recommendation**

- a) When the Committee is notified of a complaint, it will convene a meeting as promptly as is practicable. A majority of the Committee members, but not less than 3 total, must be present for a quorum. The Committee will determine whether and what additional information is required, including additional individuals to be interviewed.
- b) Two Committee members will be assigned to conduct all interviews. At a minimum, the investigating Committee members will interview the Complainant, the Respondent and anyone identified as having direct information concerning the alleged violation(s). Additional interviews may also be conducted depending on the facts and circumstances. Interviews will be conducted as promptly as is practicable.
- c) After all necessary interviews have been conducted, a meeting of the Committee will be held and the investigating Committee members will report their findings.
- d) The Committee will determine whether any additional investigation or information is needed. If there are prior complaints involving one or more of the same individuals, it may be necessary to review prior complaint files or contact other individuals in order to determine whether there is a pattern of behavior that extends beyond the facts of the particular current complaint.
- e) After conducting the investigation, the Committee will determine a recommended course of action. In determining the recommended course of action, the Committee will consider and give relative weight, as it deems appropriate, to various factors depending on the facts and circumstances as they exist at the time. Such factors include:
  - i. Whether a preponderance of the evidence supports a conclusion that there has been a violation of the Ethical Guidelines and/or Code of Ethics,
  - ii. The seriousness of the alleged violation,
  - iii. The potential for ongoing or future harm to students, clients, colleagues and/or the IEA and Enneagram community as a result of the alleged behavior or facts,
  - iv. Whether the Committee or the Board has communicated with Respondent about a previous violation,
  - v. Remedial steps that have been taken or are committed to be taken by the Respondent, such as: the issuance of appropriate apologies or offer of amends; additional training, coaching or other personal work; additional precautions or accountability/boundary mechanisms put in place; revisions to any problematic descriptions or statements contained in materials or other public statements; etc.
  - vi. Whether any reparative or other mediation process between the parties is undertaken or appropriate,
  - vii. The likelihood of future violations, and
  - viii. Whether the recommended course of action is proportionate to the violation that occurred.

- f) Recommended actions may include:
  - i. Suspension or revocation of, or refusal to renew, IEA membership
  - ii. Suspension or revocation of, or refusal to grant or renew, IEA professional accreditation status (including removal from the Directory and the requirement to cease using all watermarks and accreditation logos)
  - iii. Suspension or revocation of ability to sponsor or serve as faculty for an accredited program or school (including either removal of the program's accreditation or a change in the accredited sponsor or faculty, and consequent removal or modification of Directory and event listings and watermarks)
  - iv. Modification, suspension and/or severance of other relationships and/or roles, including requiring resignation or removal from the Board or other relationships and/or revocation of the right to present at any IEA sponsored event
  - v. Period of ban and/or additional requirements to be satisfied before being able to re-apply for professional accreditation or to sponsor or serve as faculty for an accredited program or school
  - vi. Period of ban and/or additional requirements to be satisfied before being able to re-apply to present at a conference or other IEA-sponsored event, to access other memberships benefits (such as purchasing Professional Spotlight ads or posting events or articles on IEA NinePoints) or to serve in other IEA capacities or roles
  - vii. Cautionary conversation with the Respondent, with written follow-up
  - viii. Cautionary conversation with the Complainant (if the complaint is found to be unsubstantiated or vexacious), with written follow-up
  - ix. Other specific actions or recommendations as warranted by the facts and circumstances known at the time
  - x. No action to be taken based on a determination that no violation has occurred or that none of the above actions are warranted.

#### 4. **Determination of Response**

- a) In general, if the Committee finds no action is warranted or the recommended action involves cautionary conversations or other private consequences, the recommendation will be made to and may be approved by the IEA Board's Executive Committee. The Executive Committee may elect to refer the matter to the Board for decision if it believes appropriate.
- b) If the recommended action involves the suspension or revocation of membership or accreditation or a removal or ban from serving on the Board, presenting at IEA events or accessing other membership benefits, or there is credible reason to believe that the action or lack of action recommended will be made public and potentially cause harm to the IEA or its members or constituents, the recommendation must be brought to the Board for action. This may be accomplished either at a Board meeting or by email.

#### 5. **Communication and Implementation of Response**

- a) The Complainant and Respondent will both be notified of the determination made.
- b) The IEA wishes to protect the privacy and reputation of its members and Accredited Professionals and Programs to the greatest extent possible consistent with its commitment to vigorously upholding high ethical standards. As a result, the IEA will not generally publicly announce or otherwise comment on complaints received or determinations made under this policy except as may be required to clarify the individual's status with respect to the IEA and its sponsored activities or Accredited Programs. Sanctioned individuals will be removed

from directories, programs and public listings and must immediately cease use of all IEA watermarks and logos as indicated.

- c) Notes of the Committee's investigation, any information obtained in the course of investigation and a record of the decision made and response implemented will be logged and maintained in the secure file along with the complaint.

**6. Some Things to Note:**

**a) Nature of IEA; Limitations on Remedies –**

The IEA is a non-profit, volunteer-run membership association with members in many countries around the world. Many of our members are using the Enneagram in various professional contexts that are a primary source of income. In order to further our vision of creating a world where the Enneagram is widely understood and constructively used, we accredit Professionals and Programs in accordance with published requirements involving length and amount of training, amount of professional practice and recommendations from other Accredited Professionals. We do not do background checks or have the authority of a court of law or professional licensing board. We do not have human resources or legal expertise on staff. We do not have any ability to issue injunctions or award monetary damages. We do not inquire into our members' private lives or unrelated business matters unless an alleged violation has a direct impact on the member's Enneagram teaching and use or on the member's integrity and trustworthiness that directly or indirectly impacts on his or her involvement with the IEA and its members.

**b) Confidentiality –**

The ECRP is intended to be confidential in nature to the greatest extent possible. Specific information about the complaint and the parties and witnesses named in it will only be disclosed by the IEA to those with a "need to know" in order to investigate and respond to the complaint as outlined in this policy, to investigate other complaints involving the same parties, or as may otherwise be required to comply with applicable laws, regulations or legal processes. Depending on the facts and circumstances involved in the complaint, the Complainant's identity or other identifying details may be disclosed to or become known to the Respondent in the course of the investigation. Although the IEA will take steps to secure the information contained in the complaint and our files, it is possible that the identity of the Complainant and Respondent or other information may become known to third parties as well, particularly if action is taken to remove the Respondent's membership or accreditation or to terminate other relationships and roles with the IEA. The IEA is not responsible for and cannot control public or private statements made by Complainants, Respondents or other individuals not acting in an official IEA capacity.

**c) Timeliness –**

In general, in order to be dealt with in a timely way and provide the best opportunity to prevent future harm, Complaints should be filed within two years of the date of the conduct complained of or discovery of the harm. However, the IEA recognizes that certain situations, particularly those involving patterns of emotional and psychological abuse or abuse of power in a student/teacher or mentee/mentor relationship where there is a power differential or fear of retribution, may take longer to become apparent or be brought forward. Those harmed are encouraged to come forward as quickly as they are able so that such patterns may be detected and dealt with.

**d) Other Conflict Resolution Methods Encouraged-**

We strongly encourage Complainants and Respondents to surface and resolve their differences with each other directly to the extent possible unless safety or the risk of further

harm is a concern. If this is the case, we strongly encourage all concerned to first take proactive steps to limit contact and protect themselves from harmful relationships and situations as needed and to seek supportive services from a therapist, clergy, or other trained professional. Once safety is assured, we encourage participation in constructive processes such as mediation or other appropriate processes to resolve differences and address any harm or damages that are beyond the scope of the IEA's abilities or resources. The Enneagram system can be used as a tool for deep work around accountability, transformation, reconciliation and healing. We encourage all parties to engage constructively and respectfully in this work.

- e) **Retaliation Prohibited** – We expect all parties to treat others involved in this process with courtesy and respect. No retaliation, harassment or abuse for complaints made under this policy or in connection with the actions outlined in this ECRP will be tolerated. Any such actions may result in additional consequences hereunder.