

Overview of IEA Ethical Conduct Review Process

Maintaining a high level of ethical standards in the teaching and use of the Enneagram by its members and those it accredits is central to the mission of the IEA. The Enneagram is a powerful tool for human understanding and is used in many different contexts, applications and professional settings. All members of the IEA are subject to the IEA Ethical Guidelines and all IEA Accredited Professionals, Training Programs and Enneagram Schools are also subject to the IEA Code of Ethics. The IEA strongly encourages 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 process whereby individuals can bring complaints against IEA members, IEA Accredited Professionals, Training Programs, and Enneagram Schools for practices and behaviors that are alleged to violate the Ethical Guidelines and/or Code of Ethics. The IEA strives to provide a fair process for the investigation and response to such complaints that respects the dignity of all parties, and as a result has adopted the Ethical Conduct Review Process (“ECRP”) to provide a clear set of policies and procedures. A complete copy of the policy is available on the IEA website.

All complaints alleging ethical violations will be handled in accordance with the ECRP. ***If you are not able or willing to file a complaint, be interviewed or otherwise participate in an investigation, 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 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 a special Ethical Conduct Review Committee (the “Committee”) for the sole purpose of investigating and making recommendations with respect to complaints alleging ethical violations. The Committee consists of 3-5 members including representatives from the current Board and Accredited Professionals who are not currently serving on the Board.

1. **Filing a Complaint** –

Complainants are requested to fill out this online [Complaint Form](#).

If you need assistance with the form or have questions, you may email the IEA at ethicscommittee@internationalenneagram.org. 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. *Timeliness* - In general, we request that complaints be filed within two years of the occurrence of the event or discovery of the harm. However, we recognize that in certain circumstances, particularly those involving patterns of abusive conduct where there is a power differential or fear of retribution, it may take longer for those harmed to come forward. We encourage complaints in those situations to be made as soon as possible.

2. **Referral to the Committee** –

When a complaint is received, the IEA’s administrative staff will check the membership and accreditation status of the person against whom the complaint is made (the “Respondent”) and whether the Respondent currently has other roles or relationships with the IEA. If the Respondent is currently a member or Accredited Professional or has other current roles or relationships with the IEA, the staff will forward the complaint and relevant information to the Committee.

3. Committee Investigation and Recommendation -

The Committee will meet as promptly as is practicable and two Committee members will be assigned to interview the Complainant, the Respondent and anyone identified as having direct information concerning the alleged violation(s). They will report their findings to the Committee which will determine whether any additional investigation or information is needed. If there are prior complaints involving one or more of the same individuals, further investigation extending beyond the facts of the current complaint may be necessary to determine whether there is a pattern of behavior.

After completing the investigation, the Committee will consider and weigh various factors in order to determine a recommended course of action. Such factors include:

- Whether a preponderance of the evidence supports a conclusion that there has been a violation
- The seriousness of the alleged violation
- The likelihood of future violations and potential for ongoing or future harm
- Any record of previous violations or complaints,
- Remedial steps taken or committed to be taken by the Respondent
- Any reparative or mediation process between the parties, and
- Whether the recommended course of action is proportionate to the violation that occurred.

The recommended course of action may include:

- Suspension or revocation of IEA membership
- Suspension or revocation of IEA accreditation
- Modification, suspension and/or severance of other IEA roles, relationships or membership benefits
- Period of ban and/or additional requirements to be satisfied before being able to re-apply for membership or accreditation or to participate in other IEA roles, relationships or benefits
- Cautionary conversation(s) and written follow-up with the Respondent and/or Complainant
- Other specific action(s) warranted by the facts and circumstances known at the time
- 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

Depending on the facts and circumstances, the Committee's recommendation may be acted on by either the Executive Committee of the IEA Board or referred to the full IEA Board for decision.

5. Communication and Implementation of Response

The Complainant and Respondent will both be notified of the determination made.

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 status of an individual, program or school with respect to the IEA and its sponsored activities or accreditation program.

Sanctioned individuals, programs and schools will be removed from directories, programs and public listings and must immediately cease use of all IEA watermarks and logos.

6. Some Things to Note-

Nature and Limitations of Authority of IEA – The IEA is a non-profit, volunteer-run membership association with members in many countries around the world. We do not have the authority of a court of law or professional licensing board. 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 the alleged violation directly or indirectly impacts on the member's Enneagram teaching and use or on his or her involvement with the IEA. If your complaint involves a professional 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.

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 Respondent in the course of the investigation or may otherwise become known, particularly if action is taken to remove the Respondent's membership or accreditation or to terminate other relationships and roles with the IEA.

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. 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 and engage third party resources to assist as needed.

Retaliation Prohibited – We expect all parties to treat others involved in this process with courtesy and respect. No retaliation, harassment or abuse will be tolerated against those who file complaints or who provide information or participate in the investigation and handling of such complaints.