



## Ethics Complaint Review Process Summary

The ethics review process will support and uphold the professional and ethical standards stated in the ACMP Code of Ethics applicable to members of ACMP and CCMP credential-holders who practice change management. The process provides a framework that allows for peer review of formally filed complaints involving alleged breaches of the ACMP Code of Ethics by an ACMP member or CCMP credential holder. Though it is not a legal process, it provides due process by offering an administrative system in which potential violations of the Code of Ethics can be investigated and adjudicated. The process ensures a structure that offers an objective approach to investigating complaints while demonstrating fairness and respect to all parties involved.

The Complainant submits a complaint via an online [Ethics Complaint Form](#).

### REVIEW

#### Intake

**Goal: Complaint is reviewed to determine if it meets requirements for review.**

- **Criteria for complaints:**
  - Complaints can only be filed against *current* ACMP members or CCMP credential-holders.
  - Complaints can only be filed against an individual, not a group or organization. If more than one person is involved, separate complaint forms need to be submitted for each individual.
  - The Code of Ethics applies when the member or credential holder is acting as a change management professional. "Acting" means they are performing the role of a change manager or using their membership or credential to conduct a professional activity. This can include, but is not limited to, participation in ACMP events and activities.
  - The person submitting the complaint must include their name. Complaints cannot be submitted anonymously.
  - Complaint forms must be complete and include relevant evidence.
  - Complaints are only reviewed if filed within one year of the date of the alleged violation or within one year of the date of discovery of the alleged violation.
  - Complaints will not be reviewed if related to an alleged ACMP Intellectual Property (IP) or logo infringement or involves pre-existing, pending and related civil or criminal actions that are involved in an ongoing legal matter.
- **If the complaint meets the criteria for review, it will be assigned to the Ethics Review Committee for initial review.**

## Initial Review

**Goal: Ethics Review Committee to conduct initial review and determine if the complaint should be investigated further.**

- The committee will discuss:
  - **Is the information complete?** If not, a request will be sent to the Complainant asking for additional information.
  - **Should the case be investigated?** If the complaint is frivolous or a breach has not been adequately alleged, the case will be dismissed.
- If determined that the complaint should be investigated, the Respondent will be contacted and will be given the opportunity to respond and provide additional evidence, if interested.
- If witnesses are listed by the Complainant or Respondent, they will be contacted to provide additional facts or evidence, if interested.
- An ethics review team will be assigned to investigate the case.

## Investigation & Deliberation

**Goal: Ethics Review Committee to conduct investigation & deliberation. Did a violation of the Code of Ethics occur? If yes, determine Corrective Action(s).**

- Review all documentation from the Complainant and Respondent.
- Determine if there was a violation of the Code of Ethics.
  - If no violation, dismiss case.
  - If a violation is confirmed, determine the corrective action(s) needed.
- **Corrective actions may include:** Completing a Learning Plan\*, suspension or permanent expulsion from membership, certification, volunteer status, or restitution.
- Inform Complainant & Respondent of decision.
- Respondent has 45 days to file an appeal, if desired.

\* ACMP recognizes adults learn most effectively when learning is self-directed. This fundamental principle will be used to ensure, where possible, corrective actions are a positive experience, where the change management professional can enhance their professional standards in alignment with ACMP's Code of Ethics. **The purpose is to educate and enhance the professional's awareness and to promote greater future alignment with ACMP's Code of Ethics.**

# APPEAL

The following steps are followed if the Respondent files an appeal.

## Intake

- The Respondent has 45 days to file an appeal, if desired.
- Below are the **reasons an appeal may be filed**:
  - *If **Procedural Error***, the Review Team misapplied a procedure, and the misapplication prejudiced the Respondent.
  - *If **Misapplication of the Code***, the Review Team misapplied the provisions of the Code, and the misapplication prejudiced the Respondent.
  - *If **New or Previously Undiscovered Information***, following the closing of the Investigation, the Respondent has located relevant proof that was not previously in his/her possession; was not reasonably available prior to closure of the record; and, could have affected the Ethics Review Committee decision.
  - ***Contrary to the Information Presented***, the Review Team's decision is contrary to the most substantial information provided in the record.
- If complete the Appeal Form is complete, the appeal will be assigned to an Appeal Team on the Ethics Review Committee.

## Review

- Upon completion of review, the Ethics Appeals Team will decide to:
  - Overturn the decision and corrective action
  - Keep the decision and corrective action the same.
  - Alter the decision and/or corrective action.
- The final decision will be shared with the Complainant and Respondent.