



CERTIFICATION //

Complete Coaching System *Code of Ethics*

Be More Complete.



Introduction

This code of ethics transcends and includes the ICF code of ethics.

The Complete Code of Ethics describes the core values, and ethical principles and ethical standards of behaviour for all Complete Coaching System Members (see definitions). Meeting these Complete ethical standards of behaviour is the first of the Complete Core Coaching Competencies (Complete Core Competencies). That is "Demonstrates ethical practice: understands and consistently applies coaching ethics and standards."

The Complete Code of Ethics serves to uphold the integrity of Complete and the global coaching profession by:

- Setting standards of conduct consistent with Complete core values and ethical principles.
- Guiding ethical reflection, education, and decision-making.
- Adjudicating and preserving Complete coach standards through the Complete Ethical Conduct Review (ECR) process.
- Providing the basis for Complete ethics training in Complete Coaching System programs.

The Complete Code of Ethics applies when Complete Coaching System Members represent themselves as such, in any kind of coaching-related interaction. This is regardless of whether a coaching Relationship (see definitions) has been established. This Code articulates the ethical obligations of Complete Coaching System Members who are acting in their different roles as coach, coach supervisor, mentor coach, trainer or student coach-in-training.

The Ethical Conduct Review (ECR) process is applicable to Complete Coaching System Members and the Complete Staff.

The challenge of working ethically means that members will inevitably encounter situations that require responses to unexpected issues, resolution of dilemmas and solutions to problems. This Code of Ethics is intended to assist those persons subject to the Code by directing them to the variety of ethical factors that may need to be taken into consideration and helping to identify alternative ways of approaching ethical behaviour.

Complete Coaching System Members who accept the Code of Ethics strive to be ethical, even when doing so involves making difficult decisions or acting courageously and compassionately challenging.



Key Definitions

- **“Client”**—the individual or team/group being coached, the coach being mentored or supervised, or the coach or the student coach being trained.
- **“Coaching”**—partnering with Clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential.
- **“Coaching Relationship”**—a relationship that is established by the Complete Coaching System Member and the Client(s)/Sponsor(s) under an agreement or a contract that defines the responsibilities and expectations of each party.
- **“Code”**—Complete Code of Ethics
- **“Confidentiality”**—protection of any information obtained around the coaching engagement unless consent to release is given.
- **“Conflict of Interest”**—a situation in which a Complete Coaching System Member is involved in multiple interests where serving one interest could work against or be in conflict with another. This could be financial, personal or otherwise.
- **“Equality”**—a situation in which all people experience inclusion, access to resources and opportunity, regardless of their race, ethnicity, national origin, colour, gender, sexual orientation, gender identity, age, religion, immigration status, mental or physical disability, and other areas of human difference.
- **“Complete Coaching System Member”**—individuals who are a Complete Coaching System Member, in any role.
- **“Complete Staff”**— the Complete support personnel that provide professional management and administrative services on behalf of Complete.
- **“Internal Coach”**— an individual who is employed within an organization and coaches either part-time or full-time the employees of that organization.
- **“Sponsor”**—the entity (including its representatives) paying for and/or arranging or defining the coaching services to be provided.
- **“Support Personnel”**—the people who work for Complete Coaching System Members in support of their Clients.
- **“Systemic equality”**—gender equality, race equality and other forms of equality that are institutionalized in the ethics, core values, policies, structures, and cultures of communities,

Complete Core Values and Ethical Principles

The Complete Code of Ethics is based on the Complete core values and the actions that flow from them. All values are equally important and support one another. These values are aspirational and should be used as a way to understand and interpret the standards. All Complete Coaching System Members are expected to showcase and propagate these Values in all their interactions.

Ethical standards

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Section 1

Responsibility to Clients

As an Complete Coaching System Member, I:

1. Explain and ensure that, prior to or at the initial meeting, my Client(s) and Sponsor(s) understand the nature and potential value of coaching, the nature and limits of confidentiality, financial arrangements, and any other terms of the coaching relationship agreement.
2. Create an agreement/contract regarding the roles, responsibilities and rights of all parties involved with my Client(s) and Sponsor(s) prior to the commencement of services.
3. Maintain the levels of confidentiality with all parties as agreed upon. I am aware of and agree to comply with all applicable laws that pertain to personal data and communications.
4. Have a clear understanding about how information is exchanged among all parties involved during all coaching interactions.
5. Have a clear understanding with both Clients and Sponsors or interested parties about the conditions under which information will not be kept confidential (e.g., illegal activity, if required by law, pursuant to valid court order or subpoena; imminent or likely risk of danger to self or to others; etc.). Where I reasonably believe one of the above circumstances is applicable, I may need to inform appropriate authorities.
6. When working as an Internal Coach, manage conflicts of interest or potential conflicts of interest with my coaching Clients and Sponsor(s) through coaching agreement(s) and ongoing dialogue. This should include addressing organisational roles, responsibilities, relationships, records, confidentiality and other reporting requirements.



7. Maintain, store and dispose of any records, including electronic files and communications, created during my professional interactions in a manner that promotes confidentiality, security and privacy and complies with any applicable laws and agreements. Furthermore, I seek to make proper use of emerging and growing technological developments that are being used in coaching services (technology-assisted coaching services) and be aware how various ethical standards apply to them.
8. Remain alert to indications that there might be a shift in the value received from the coaching relationship. If so, make a change in the relationship or encourage the Client(s)/Sponsor(s) to seek another coach, seek another professional or use a different resource.
9. Respect all parties' right to terminate the coaching relationship at any point for any reason during the coaching process subject to the provisions of the agreement.
10. Am sensitive to the implications of having multiple contracts and relationships with the same Client(s) and Sponsor(s) at the same time in order to avoid conflict of interest situations.
11. Am aware of and actively manage any power or status difference between the Client and me that may be caused by cultural, relational, psychological or contextual issues.
12. Disclose to my Clients the potential receipt of compensation, and other benefits I may receive for referring my Clients to third parties.
13. Assure consistent quality of coaching regardless of the amount or form of agreed compensation in any relationship.

Section 2

Responsibility to Practice and Performance

As an Complete Coaching System Member, I:

14. Adhere to the Complete Code of Ethics in all my interactions. When I become aware of a possible breach of the Code by myself or I recognize unethical behaviour in another Complete Coaching System Member, I respectfully raise the matter with those involved. If this does not resolve the matter, I refer it to a formal authority (e.g., Complete Coaching System Crowd) for resolution.
15. Require adherence to the Complete Code of Ethics by all Support Personnel.
16. Commit to excellence through continued personal, professional and ethical development.
17. Recognize my personal limitations or circumstances that may impair, conflict with or interfere with my coaching performance or my professional coaching relationships. I will reach out for support to determine the action to be taken and, if necessary, promptly seek relevant professional guidance. This may include suspending or terminating my coaching relationship(s).
18. Resolve any conflict of interest or potential conflict of interest by working through the issue with relevant parties, seeking professional assistance, or suspending temporarily or ending the professional relationship.
19. Maintain the privacy of Complete Coaching System Members and use the Complete Member contact information (email addresses, telephone numbers, and so on) only as authorized by Complete or the Complete Coaching System Member.



Section 3

Responsibility to Professional

As a Complete Coaching System Member, I:

20. Identify accurately my coaching qualifications, my level of coaching competency, expertise, experience, training, certifications and Complete Credentials.
21. Make verbal and written statements that are true and accurate about what I offer as a Complete Coaching System Member, what is offered by Complete, the coaching profession, and the potential value of coaching. Require adherence to the Complete Code of Ethics by all Support Personnel.
22. Communicate and create awareness with those who need to be informed of the ethical responsibilities established by this Code.
23. Hold responsibility for being aware of and setting clear, appropriate and culturally sensitive boundaries that govern interactions, physical or otherwise.
24. Do not participate in any sexual or romantic engagement with Client(s) or Sponsor(s). I will be ever mindful of the level of intimacy appropriate for the relationship. I take the appropriate action to address the issue or cancel the coaching engagement.

Section 4

Responsibility to Society

25. Avoid discrimination by maintaining fairness and equality in all activities and operations, while respecting local rules and cultural practices. This includes, but is not limited to, discrimination on the basis of age, race, gender expression, ethnicity, sexual orientation, religion, national origin, disability or military status.
26. Recognize and honour the contributions and intellectual property of others, only claiming ownership of my own material. I understand that a breach of this standard may subject me to legal remedy by a third party.
27. Am honest and work within recognized scientific standards, applicable subject guidelines and boundaries of my competence when conducting and reporting research.
28. Am aware of my and my clients' impact on society. I adhere to the philosophy of "doing good," versus "avoiding bad." in the context of my professional coaching.

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