



Ethics Committee Complaint Policy

The International Association of Registered Financial Consultants' Disciplinary Process is extensive and can result in a designee/credential holder's loss of the right to use a designation/credential. The Ethics Committee of the Association is empowered to implement the IARFC's Code of Ethics and to ensure compliance with all of the requirements necessary to obtain and continue using the Association's designations/credential. The individual against whom a complaint is made must currently hold IARFC membership but does not necessarily have to be considered "in good standing" at the time of the complaint. Members who are not current in dues will not be exempt from these procedures simply because of their dues status.

Any complaint alleging misconduct on the part of an IARFC member, whether made by an Association member or a member of the public, must be made in writing by the complaining party and must set forth all specific facts upon which the complaint is based. Anonymous complaints are not accepted.

In cases where the Team or US Chapter Board of Directors of the Association discover ethical issues or when suspicions are aroused in the public by media, regulatory bodies or courts, the IARFC Team may initiate a complaint. Such a complaint must be in writing and signed by the appropriate complainant.

The written letter of complaint must be sent to IARFC Ethics Committee at the IARFC's International Headquarters via US Postal Mail, electronic mail, facsimile service or other such physical delivery method. The Ethics Committee is not responsible for any delays or errors caused by the chosen delivery service.

IARFC
Attn: Ethics Committee
P.O. Box 506
Middletown, OH 45042-0506

E-Mail: Charlotte@IARFC.org
Fax: (513) 345-9479

Within 10 business days the IARFC Ethics Committee will send the member in question a copy of the letter of complaint with a certified cover letter sent by the IARFC Ethics Committee Liaison requesting that they respond within an additional 10 business days.

Both parties may represent their case by one or any combination of the following:

- Written documentation
- In person
- Legal counsel

Following the timeframe listed above, the Ethics Committee shall determine whether or not the complaint involves a violation of the IARFC Code of Ethics. Such determination shall be provided in writing to IARFC headquarters within 90 days of receipt of case materials and should include the Committee's rationale for their decisions.



If the Ethics Committee decides there is not a violation, both parties are informed and the matter is considered closed. If the Ethics Committee decides the member's actions do involve a violation of the Code of Ethics, a disciplinary report in writing shall be made to the Association Chapter's Board of Directors by mail or at its next scheduled Board meeting. Any report submission must be made within sixty (60) days of the decision by the Ethics Committee.

By a vote of two thirds of the members of the Ethics Committee, the Committee may take any one of the following actions:

- Dismiss the case
- Reprimand the member
- Censure the member
- Suspend membership for a specific period
- Terminate membership permanently

Decisions of the Ethics Committee are subject to a single appeal by the member determined to have violated the IARFC Code of Ethics. Such appeal shall be the purview of the Chapter's Board of Directors who shall be responsible for the final determination. Rules regarding the appeals process are described in a separate document. (See ***Ethics Committee – Appeal Decisions Procedure***)

Further assistance may be obtained by calling the IARFC office. While the IARFC Team is responsible for administering this process, they have no authority or role in determining the merits of any complaint.
IARFC Phone: (800) 532-9060 Fax: (513) 345-9479