



## International Festivals & Events Association

### **ETHICS VIOLATION COMPLAINT PROCEDURE**

In the case that you believe the IFEA Code of Professional Conduct and Ethics has been violated, we encourage you to make a personal attempt to reconcile your concerns personally with the involved individual or organization. The IFEA is not designed to be a third party enforcer. Most conflicts can be satisfactorily solved through the process of clear, open and positive communications by all parties. If the concern still exists after an honest attempt to address it, the following procedure may be followed:

1. An IFEA Ethics Violation Complaint can be filed by any person or organization regarding an existing IFEA member (Accused). Complaint should be submitted as a written letter and emailed/mailed to the IFEA President in confidence.
2. The complaint will be reviewed and verified by the IFEA President for the following:
  - a. Has this complaint been attempted to be reconciled before the complaint was filed? (Letters, documents, correspondence, attachments to the complaint letter should be included with the original complaint.)
  - b. Is the complaint valid and explained clearly?
  - c. Is the Accused a current IFEA member?
3. If the complaint is determined as worthy to advance to the IFEA Board or Ethics Committee level, the President will:
  - a. Acknowledge the complaint to sender (Complainant).
  - b. Send a copy of the complaint to the IFEA member (Accused) with a request for information/response within a 30 day period.
4. The IFEA President will review the response and recommend one or more of the following conclusions:
  - a. Complaint is not valid and should be dismissed.
  - b. Complaint is valid, with recommendation that the involved parties further attempt a compromise and resolution on their own.
  - c. The Board or Ethics Committee should consider this complaint at their next scheduled Board meeting or by teleconference, if the situation should require that.
5. If option 'c' above is recommended, the IFEA Board or Ethics Committee will review the complaint, gather additional information as needed and recommend one of the following actions:
  - a. Complaint is dismissed without prejudice.
  - b. Complaint is deemed valid and a written warning and recommendation is issued to the Accused.
  - c. IFEA Membership of the Accused is revoked and dues refunded on a pro-rata basis. If the accused is a part of an organization, then both the organizational and individual representative membership may be revoked. If membership is revoked, the Accused can reapply for membership, directly to the IFEA Board, no sooner than twelve (12) months after this decision, with an explanation of how concerns have been rectified.

**NOTE:** Under any circumstances resulting in an Ethics Violation Complaint, "innocent until proven guilty integrity must and will be upheld to the fullest." Until a final decision is reached, all information, discussions and procedures will be held in strict confidence between the IFEA President and Board only.