

3Keys Ethical Conduct Review

The 3Keys International Association has adopted a policy and set of procedures that provide for review, investigation and response to alleged unethical practices or behaviour deviating from the established Code of Ethics. To effect this policy, the 3Keys International Association has implemented an Ethical Conduct Review (ECR) Process.

This process is intended to serve as a model of excellence for fair review of complaints concerning the ethical conduct of its members outlined [[hyperlink to ethical conduct tab above](#)]. It also allows the 3Keys International Association to be responsive to complaints concerning experiences believed to be breaches to the Code of Ethics by its members.

Ethical Conduct Review stages

The first step in the ECR Process is the filing of a complaint, which has been made as transparent and straightforward as possible and can be done online. The ECR Process applies to complaints directed to the 3Keys International Association about Practitioners who, by virtue of their membership and pledge, have agreed to participate in the process. The ECR process includes provisions for investigation of the allegations in the complaint by the Association, in which both the Practitioner and the person filing the complaint may provide information.

If there is a determination that a standard of the Code of Ethics has been breached, a recommendation for corrective action may also be made, which may include remedial actions (such as additional education, working with a mentor Practitioner, community service or a written reprimand) or sanctions (such as removal from or denial of the 3Keys International Association membership and certification) if warranted by the circumstances.

The 3Keys International Association and its ECR process do not have the authority of a court of law to make an award of monetary damages or to issue an injunction against any person.

At all times in the ECR Process, the person who filed the complaint and the member identified in the Complaint are encouraged to work out their differences, work on the issues involved, and to learn from the situation.

The ECR Process is a confidential process. Specific information about complaints or parties involved will not be disclosed other than to members of the Ethics Committee (EC) and any 3Keys International Practitioners to whom the client filing the complaint stated that information could be disclosed (such as their Practitioner's mentor or others as stated in the complaints procedure).

For the period 2016-2018, the acting EC members are Fatma Alhawsawi and Lidija Mavra. If your complaint pertains to either of them, your complaint will be redirected in the online process to a third, supporting member.

Complaints made under the ECR Process must be filed with the Association within one (1) year of the date of the conduct complained about, or within one (1) year of the date of discovery of the conduct complained about, as long as reasonable diligence is used.

Every reasonable effort will be made to complete the process within five (5) months.

If you feel your 3Keys Practitioner is in violation of any of their commitments, please submit a complaint which will be reviewed by the Ethics Committee.