

COMPLAINT FORM

ALLEGING VIOLATION(S) OF THE CODE OF ETHICS FOR INTERNATIONAL BOARD CERTIFIED LACTATION CONSULTANTS

INSTRUCTIONS: To initiate a complaint, please complete this form answering *every* question in *each* section. If information is unknown, answer the question “unknown.” Make a copy of this form for your records and then send the signed original with accompanying documentation to:

Chairman, Ethics & Discipline Committee
International Board of Lactation Consultant Examiners
6402 Arlington Blvd, Suite 350
Falls Church, Virginia 22042-2356
USA

A copy of this signed complaint and any supporting documents will be forwarded to the Respondent (the person about whom a complaint is being filed).

SECTION I

THE COMPLAINANT (the person making the complaint)

(If more space is needed, use additional numbered pages, stating section and question number.)

Complainant's full name: _____

Home mailing address: _____

Home phone number: _____ Fax: _____

Job position/title: _____

Business mailing address: _____

Business phone number: _____ Fax: _____

Email: _____

Are/were you a client of the Respondent (the person about whom the complaint is filed)?

Yes _____ No _____(check one)

Are you an International Board Certified Lactation Consultant?

Yes _____ No _____(check one)

Are you a licensed/registered health care provider?

Yes _____ No _____(check one)

If you answered “yes” to the immediately preceding question, please list your qualifications:

SECTION II

THE RESPONDENT (the person about whom the complaint is being made)

(If more space is needed, use additional numbered pages, stating section and question number.)

Respondent’s full name: _____

Home mailing address: _____

Home phone number: _____ Fax: _____

Job position/title: _____

Business address: _____

Business phone number: _____ Fax: _____

Email address: _____

SECTION III

DETAILS OF THE COMPLAINT

Please place a check in the box next to each principle of the Code of Ethics violated and provide a description of the alleged misconduct which violated that principle.

- Principle 1: Provide professional services with objectivity and with respect for the unique needs and values of individuals.

- Principle 2: Avoid discrimination against other individuals on the basis of race, creed, religion, gender, sexual orientation, age, and national origin.

- Principle 3: Fulfill professional commitments in good faith.

Principle 4: Conduct herself/himself with honesty, integrity, and fairness.

Principle 5: Remain free of conflict of interest while fulfilling the objectives and maintaining the integrity of the lactation consultant profession.

- Principle 6: Maintain confidentiality.

- Principle 7: Base her/his practice on scientific principles, current research, and information.

- Principle 8: Take responsibility and accept accountability for personal competence in practice.

- Principle 9: Recognize and exercise professional judgment within the limits of her/his qualifications. This principle includes seeking counsel and making referrals to appropriate providers.

- Principle 10: Inform the public and colleagues of his/her services by using factual information. An International Board Certified Lactation Consultant will not advertise in a false or misleading manner.

Principle 11: Provide sufficient information to enable clients to make informed decisions.

Principle 12: Provide information about appropriate products in a manner that is neither false nor misleading.

Principle 13: Permit use of her/his name for the purpose of certifying that lactation consultant services have been rendered only if she/he provided those services.

- Principle 14: Present professional qualifications and credentials accurately, using IBCLC only when certification is current and authorized by the IBLCE, and complying with all requirements when seeking initial or continued certification from the IBLCE. The lactation consultant is subject to disciplinary action for aiding another person in violating any IBLCE requirements or aiding another person in representing himself/herself as an IBCLC when he/she is not.

- Principle 15: Report to an appropriate person or authority when it appears that the health or safety of colleagues is at risk, as such circumstances may compromise standards of practice and care.

- Principle 16: Refuse any gift, favor, or hospitality from patients or clients currently in her/his care which might be interpreted as seeking to exert influence to obtain preferential consideration.

- Principle 17: Disclose any financial or other conflicts of interest in relevant organizations providing goods or services. Ensure that professional judgment is not influenced by any commercial considerations.

- Principle 18: Present substantiated information and interpret controversial information without personal bias, recognizing that legitimate differences of opinion exist.

- Principle 19: Withdraw voluntarily from professional practice if the lactation consultant has engaged in any substance abuse that could affect his/her practice; has been adjudged by a court to be mentally incompetent; or has a physical, emotional or mental disability that affects her/his practice in a manner that could harm the client.

- Principle 20: Obtain maternal consent to photograph, audiotape, or videotape a mother and/or her infant(s) for educational or professional purposes.

- Principle 21: Submit to disciplinary action under the following circumstance: If convicted of a crime under the laws of the practitioner’s country which is a felony or a misdemeanor, an essential element of which is dishonesty, and which is related to the practice of lactation consulting; if disciplined by a state, province, or other local government and at least one of the grounds for the discipline is the same or substantially equivalent to these principles; if committed an act of misfeasance or malfeasance which is directly related to the practice of the profession as determined by a court of competent jurisdiction, a licensing board, or an agency of a governmental body; or if violated a Principle set forth in the *Code of Ethics for International Board Certified Lactation Consultants* which was in force at the time of the violation.

- Principle 22: Accept the obligation to protect society and the profession by upholding the *Code of Ethics for International Board Certified Lactation Consultants* and by reporting alleged violations of the Code through the defined review process of the IBLCE.

- Principle 23: Require and obtain consent to share clinical concerns and information with the physician or other primary health care provider before initiating a consultation.

- Principle 24: IBCLCs must adhere to those provisions of the *International Code of Marketing of Breast-Milk Substitutes* and subsequent resolutions which pertain to health workers.

- Principle 25: Understand, recognize, respect, and acknowledge intellectual property rights, including but not limited to copyrights (which apply to written material, photographs, slides, illustrations, etc.), trademarks, service marks, and patents.

SECTION IV

List the names, addresses, daytime telephone numbers and email addresses, if known, of all persons who have *definite* knowledge of the alleged violation(s):

a) Name: _____

Address: _____

Phone number: _____ Email: _____

b) Name: _____

Address: _____

Phone number: _____ Email: _____

c) Name: _____

Address: _____

Phone number: _____ Email: _____

d) Name: _____

Address: _____

Phone number: _____ Email: _____

SECTION V

List names, addresses and the daytime telephone numbers and email addresses, if known, of persons who *may have* knowledge of the alleged violation(s).

a) Name: _____

Address: _____

Phone number: _____ Email: _____

b) Name: _____

Address: _____

Phone number: _____ Email: _____

c) Name: _____

Address: _____

Phone number: _____ Email: _____

d) Name: _____

Address: _____

Phone number: _____ Email: _____

SECTION VI

Has this complaint been referred to a court of law?

Yes _____ No ____ (check one)

If you answered "yes" to the immediately preceding question, is a decision pending?

Yes _____ No ____ (check one)

If a decision has been reached, please give details of the outcome:

which are in the Respondent's possession or under the Respondent's control, including all medical records which I am qualified to release in relation to any infant(s) or child(ren) or to myself. I further swear or affirm that the information submitted in and with this form is true and correct to the best of my knowledge and belief.

Date: _____

Complainant's signature