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COMMISSION ON REHABILITATION  
COUNSELOR CERTIFICATION

# **Guidelines and Procedures for Processing Complaints**

**CRCC**  
**1501 E. Woodfield Road, Suite 105E**  
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**<http://www.crc certification.com>**

# **CRCC**

## **Guidelines and Procedures for Processing Complaints**

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### **Release of Information**

Individuals who choose to file a complaint under these Guidelines and Procedures for Processing Complaints (hereafter “Guidelines”) will be required to grant permission to the Certificant (as defined below) to release records relevant to the complaint to the Commission on Rehabilitation Counselor Certification (hereafter “CRCC”). Any records released to CRCC will become part of the record associated with the complaint and a copy will be provided to the Certificant. Documentation containing confidential or personal information about individuals not party to the complaint must be redacted or accompanied by a written release of information.

### **Statement of Purpose**

1. CRCC administers the Code of Professional Ethics for Certified Rehabilitation Counselors and the Code of Professional Ethics for Vocational Assessment Professionals (hereafter “Code”). The intent of CRCC is to promote sound ethical practices. CRCC does not warrant the performance of any individual.
2. These Guidelines specify procedures for (a) processing reports of alleged violation of the applicable Code, (b) sanctioning Certificants who have been found to have violated the Code, and (c) processing appeals.

### **Section A: Definitions**

1. Certificant: The CRC/CCRC/CVE/CWA/CCAA who is alleged to have violated the applicable Code.
2. Code: The CRCC Code of Professional Ethics for Certified Rehabilitation Counselors for CRC/CCRC or the Code of Professional Ethics for Vocational Assessment Professionals for CVE/CWA/CCAA.
3. Commissioner: A member of the board of directors of CRCC.
4. Committee: The CRCC Ethics Committee.
5. Complainant: An individual filing a complaint with CRCC concerning an alleged violation of the applicable Code.
6. CRCC: The Commission on Rehabilitation Counselor Certification.
7. CRC/CCRC: Certified Rehabilitation Counselor/Canadian Certified Rehabilitation Counselor.
8. CVE/CWA/CCAA: Certified Vocational Evaluation Specialist/Certified Work Adjustment Specialist/Certified Career Assessment Associate.
9. Guidelines: CRCC Guidelines and Procedures for Processing Complaints.

## **Section B: Ethics Committee**

1. **Membership** – The Ethics Committee is a standing advisory Committee. The Ethics Committee shall be comprised of one (1) Director, four (4) non-Directors, and one (1) chair, who may be either a Director or a non-Director. All Committee Members of the Ethics Committee must be Certified Rehabilitation Counselors in good standing.
2. **Meetings** – The Committee may meet at such intervals as they deem advisable, but typically meets four (4) times per year.
3. **Quorum** – A quorum of three (3) members of the Committee is necessary to conduct a hearing or any other business to come before the Committee.
4. **Recusal** – Committee member(s) will recuse themselves from participating in any aspect of a case when a personal or professional conflict of interest exists or when the member has knowledge of any case other than what has been provided to all Committee members. In the event that the Committee Chair is recused, the remaining Committee members will select another Committee member to act as Chair for that specific complaint.
5. **Replacements** – If a Committee member's recusal results in an insufficient number of members available to adjudicate a case, the Chair of CRCC will appoint a current Commissioner to serve during the period of recusal. If no current Commissioner is available, the Chair of CRCC will appoint a former Commissioner who holds a current CRC/CCRC/CVE/CWA/CCAA certification. If no former Commissioner is available, the Chair of CRCC will appoint an individual holding current certification to serve in adjudicating the case during the period of recusal.
6. **General Responsibilities** – The Ethics Committee shall establish and maintain codes of ethics and related policies and procedures for addressing alleged violation of the codes for rehabilitation counselors and vocational assessment professionals. The Ethics Committee also shall issue opinions regarding the interpretation and application of the codes of ethics and shall review complaints alleging violations of the codes of ethics provided by the Executive Director and either (a) dismiss such complaints or (b) provide recommendations to the Board of Directors regarding any alternative resolution of the same. The Committee members have an obligation to act in an unbiased manner, to work expeditiously, to safeguard the confidentiality of the Committee's activities, and to follow procedures established to protect the rights of all individuals involved.
7. **Jurisdiction** – The Committee has jurisdiction to consider whether an individual has violated the applicable Code only if the individual holds current CRC/CCRC/CVE/CWA/CCAA certification. In the event that CRCC receives a complaint concerning an individual who does not possess a CRC, CCRC, CVE, CWA, or CCAA designation, a representative of CRCC shall inform the Complainant that the complaint is outside of CRCC's jurisdiction and may refer the Complainant to an appropriate authority. Should a Certificant relinquish certification during the course of any case, CRCC reserves the right to continue the matter for a final and binding resolution according to these Guidelines.

## Section C: Ethics Complaints

1. **Persons Who May File** – The Committee shall accept complaints from any person who has a verifiable reason to believe that a certified individual has violated the applicable Code. The Committee reserves the right to act as the Complainant.
2. **Submission Requirements** – The Committee will accept only signed, written complaints on the CRCC Ethics Complaint Form attached to these Guidelines and including supporting documentation. A Complainant who does not include a completed CRCC Ethics Complaint Form will be informed in writing of the need to comply with these requirements before the complaint will be presented to the Committee. If the Complainant does not respond within thirty (30) calendar days, the file will be closed.
3. **Correspondence** – All correspondence related to a complaint must be addressed to the Ethics Committee, CRCC, 1699 E. Woodfield Road, Suite 300, Schaumburg, Illinois 60173.
4. **Certificants' Responsibilities** – Certificants are required to cooperate with the procedures outlined within these Guidelines.
5. **Timelines** – The timelines set forth in these standards are guidelines established to provide a framework for processing complaints and may be modified at the Committee's discretion. The Committee shall grant an extension of a deadline requested by a Certificant or Complainant only when it deems the extension to be justified by unusual circumstances. The Committee may, in its discretion, delay or postpone its review of any case. Delinquent filings made by any party may be disregarded at the Committee's discretion.
6. **Administration of Complaints** – The responsibilities of the Committee with respect to ethics complaints shall include, but not be limited to, the following:
  - a. Review the complaint that has been received for form and completeness.
  - b. Determine whether the Committee should accept the complaint under these Guidelines based on:
    - (i) whether the alleged behavior, if true, would violate provision(s) of the applicable Code, and
    - (ii) whether the complaint is supported by reasonable evidence or whether such evidence is likely to develop.

In proceeding with its review and determinations, the Committee is not limited to the Code violations identified by the Complainant.

  - c. If the Committee determines that the complaint contains insufficient information to make a fair determination of whether the behavior alleged in the complaint would be cause for action by the Committee, the Committee may request further written information from the Complainant or other person.

- d. Notify the Complainant that the Committee has determined that no action shall be taken; or, if action is to be taken, notify the Complainant and the Certificant of acceptance of the complaint.
  - e. When appropriate, the Committee shall arrange for legal advice with the assistance of the CRCC Executive Director.
  - f. If the Committee determines that substantial and credible evidence suggests that a Certificant against whom a complaint has been filed could pose a substantial danger to himself or others (including without limitation any Certificant under a pending indictment for or convicted of a violent felony), the Committee will place the certification of such Certificant in provisional suspension status pending a final resolution of such complaint. A determination to place a certification in provisional suspension status may be immediately (and prior to a final disposition on the matter) appealed pursuant to Section F of these Guidelines. The Appeals Panel will rule on such provisional suspension status as soon as practicable. Provisional suspension status will not be considered a sanction but will be published as set forth in Subsection E.2 of these Guidelines.
7. Withdrawal of Complaints – If the Certificant voluntarily relinquishes certification or if the Certificant or Complainant fails to cooperate with an ethical inquiry in any way, the CRCC may, at its discretion, continue its investigation, noting in its final report the circumstances of the Certificant's or Complainant's failure to cooperate. The Committee may, at its discretion, terminate the complaint of an uncooperative Complainant. Even if the Complainant and Certificant agree to discontinue the complaint process, the Committee may, at its discretion, complete the adjudication process if available evidence indicates that this is warranted.
8. Certificant Response – If a complaint is accepted, the Certificant shall be asked to respond in writing to the complaint against him/her, addressing each of the following:
- a. Acknowledge the section of the applicable Code that he/she has been accused of having violated; and
  - b. Submit any fact affidavits, documents, or written arguments that he/she wishes to be considered by the Committee in reviewing the complaint.

The Certificant shall be informed that if he/she wants to respond, he/she must do so in writing within thirty (30) calendar days from the date of notification. If a Certificant fails to respond in writing to a request from the Committee, the Committee may impose sanctions on the basis of the complaint alone. Should the Committee request further information from the Certificant, the Certificant shall be given thirty (30) calendar days from the date of the request to respond.

9. Preliminary Disposition of Complaint – After receiving the response of the Certificant, Committee members shall be provided copies of the response and supporting fact affidavits, documents, or written arguments provided by the Certificant and others. At the next meeting or teleconference of the Committee, the Committee shall discuss the complaint, response, and any supporting documentation. On the basis of the complaint and the Certificant's response, the Committee shall act as follows:

- a. The Committee may elect to amend the itemization of potential violations. If the Committee elects to add any potential violations, it shall notify the parties in writing and shall permit the Certificant an additional thirty (30) calendar days to respond in writing in the manner set forth in Subsection C.8 above;
- b. If no violation is found, the case shall be closed and all parties shall be notified of case closure in writing; or
- c. If reasonable basis is found to exist for any violation alleged in the complaint, all parties shall be notified in writing. In such case, the Certificant shall also be notified of the action or level of sanction and any remedial requirements that would apply if the Certificant were to waive his or her right to a hearing and appeal pursuant to Subsection C.9.c.(ii) below. The Certificant shall then have the following options:
  - (i) the Certificant may make a written request for a hearing before the Committee; or
  - (ii) the Certificant may waive his or her right to a hearing and appeal, accept the actions or sanctions including any remedial requirements, and permit the Committee to find and report a violation of the Code by such Certificant.
- d. If the Certificant does not notify the Committee within thirty (30) calendar days of Certificant's election pursuant to Subsection C.9.c.(i) and (ii) above, the Committee may either:
  - (i) initiate a hearing to obtain additional information regarding the potential violation(s); or
  - (ii) make a determination based on the existing documentation.

The pre-hearing determination of an action or sanction by the Committee pursuant to Subsection C.9.c above shall in no way limit the action or sanctions that could apply in the event that the matter proceeds to a hearing.

10. Information disclosed during the course of adjudication of any complaint, including during any hearing, can form the basis for the initiation of a separate complaint against any certified individual upon majority vote of the Committee, notwithstanding the confidentiality of the process.

## **Section D: Ethics Hearings**

1. Initiation – If a hearing has been requested by the Certificant or initiated by the Committee, the Committee Chair shall schedule a hearing on the case and notify the Complainant and the Certificant of their right to attend the hearing with legal counsel. The hearing shall be held before the Committee.
2. Purpose –
  - a. A hearing shall be conducted to determine whether a violation of the applicable Code has occurred and, if so, to determine appropriate disciplinary action.

- b. The Committee shall be guided in its deliberations by principles of basic fairness and professionalism, and shall keep its deliberations as confidential as possible, except as provided herein.
3. Notice to Parties – The Certificant or his/her legal counsel and the Complainant shall be advised in writing by the Committee Chair of the time and place for the hearing.
4. Conduct of Hearing –
- a. The location of the hearing shall be determined at the discretion of the Committee. Parties to the complaint, including witnesses, may participate by telephone. The Committee shall provide a private room to conduct the hearing and no observers, other than appropriate CRCC staff, or recording devices, other than a recording device used by the Committee or its designee, shall be permitted.
  - b. The Committee Chair administering the complaint shall preside over the hearing and deliberations of the Committee. At the conclusion of the hearing and deliberations of the Committee, CRCC shall promptly issue written notice to the Certificant of the Committee's decision. CRCC shall also notify the Complainant in writing of the disposition of the complaint after the time for appeal has expired or after all appeals are exhausted, whichever is later.
  - c. A record of the hearing shall be made and preserved at least until all appeals are completed or the appeals period has expired. The record shall consist of a summary of testimony received or a verbatim transcript, at the discretion of the Committee. Documents presented in evidence shall be retained, at CRCC's administrative office, as set forth in Section I below. All such hearing records and transcripts shall be treated as confidential records in accordance with Subsection I.1 of these Guidelines.
  - d. The Certificant and the Complainant shall be entitled to have legal counsel or a representative present to advise and represent them throughout the hearing. Legal counsel for CRCC may also be present at the hearing to advise the Committee and shall have the privilege of the floor.
  - e. Either party shall have the right to call witnesses to substantiate his/her version of the case.
  - f. The Committee shall have the right to call witnesses it believes may provide further insight into the matter.
  - g. Witnesses shall not be present during the hearing except when they are called upon to testify and shall be excused upon completion of their testimony and any additional questioning.
  - h. The Committee Chair shall allow questions to be asked of any witness by members of the Committee and, in its discretion, by the opposition if such questions and testimony are relevant to the issues in the case.

- i. The Committee Chair administering the complaint shall determine what questions and testimony are relevant to the case. Should the hearing be subject to disorderly conduct, the Committee Chair or CRCC legal counsel may call a brief recess until order is restored.
- j. The Complainant and the Certificant must pay their own expenses in connection with any hearing, as well as those of any witnesses and legal counsel that they may have. CRCC shall pay the expenses of the Committee members. A Certificant or Complainant may, at the discretion of the Committee, be assessed for any additional costs or expenses incurred by CRCC, its counsel, the Committee members, another party, or a witness that are caused by such Certificant or Complainant or their respective counsels.
- k. If the Certificant fails to appear at the hearing, the Committee shall, unless it otherwise determines, decide the complaint and determine what testimony it shall hear on record. Failure of the Certificant to appear at the hearing shall not be viewed by the Committee as sufficient grounds alone for taking disciplinary action.

## 5. Presentation of Evidence –

- a. The Standard Order and Timing of Testimony for CRCC Hearings shall be as follows, as applicable:

<b><u>Activity</u></b>	<b><u>Time</u></b>
Convening of Hearing	
Opening Statement by Committee Chair	
Testimony from Complainant	20 Minutes
Questioning of Complainant by Committee & CRCC Attorney	
Questioning of Complainant by Certificant's Attorney or Certificant	10 Minutes
Testimony from Complainant's Witnesses	30 Minutes
Questioning of Complainant's Witnesses by Committee & CRCC Attorney	
Testimony from Certificant	20 Minutes
Questioning of Certificant by Committee & CRCC Attorney	
Questioning of Certificant by Complainant's Attorney or Complainant	10 Minutes
Testimony from Certificant's Witnesses	30 Minutes
Questioning of Certificant's Witnesses by Committee & CRCC Attorney	
Closing Statement from Complainant's Attorney or Complainant	5 Minutes
Closing Statement from Certificant's Attorney or Certificant	5 Minutes
Conclusion of Hearing	

- b. The Committee Chair shall have the authority to modify the Standard Order and Timing of Testimony for any hearing, in the event the Chair deems it necessary or appropriate.
- c. The Certificant may refuse to testify at a hearing and shall not be found in violation of the applicable Code simply for refusing to testify. Once the Certificant chooses to testify, however, he/she may be questioned by the Complainant or Complainant's attorney and members of the Committee and CRCC's attorney, subject to the constitutional rights of the Certificant.



- d. Testimony that the Committee Chair and/or CRCC legal counsel determines to be cumulative, repetitious, extraneous, or irrelevant will be curtailed or disallowed.
- e. All parties providing testimony shall be required to attest to the veracity of their statements.
- f. Any written documentation submitted after the deadline by the parties in connection with a hearing may, at the Committee's discretion, be excluded or receive limited consideration.

#### 6. Relevancy of Evidence –

- a. The Committee hearing is not a court of law and is not required to observe formal rules of evidence. Evidence that would be inadmissible in a court of law may be admissible in the hearing before the Committee, if it is relevant to the case. Therefore, if the evidence offered tends to explain, clarify, or refute any of the important facts of the case, it should be considered.
- b. The Committee shall not consider evidence or testimony for the purpose of supporting any charge that was not set forth in the notice of the hearing or that is not relevant to the issues of the case.

#### 7. Burden of Proof –

- a. The burden of proving a violation of the applicable Code is on the Complainant.
- b. Although the charge(s) need not be proved "beyond a reasonable doubt," a Committee finding that a Certificant has violated the applicable Code must be supported by the weight of the materials and testimony.

#### 8. Deliberations of the Committee –

- a. After the hearing is completed, the Committee shall meet in a closed session to review the evidence presented and reach a conclusion. CRCC legal counsel may attend the closed session to advise the Committee if the Committee so desires.
- b. The Committee shall be the sole judge of the facts and shall weigh the evidence presented and assess the credibility of the witnesses. The decision of a majority of the members of the Committee present shall be the decision of the Committee and CRCC. The Committee Chair shall vote only to break a tie or when the Committee consists of three members.
- c. Only members of the Committee who were present throughout the entire hearing and deliberations shall be eligible to vote.

## 9. Committee Decisions –

- a. The Committee shall first resolve the issue of whether the Certificant violated the applicable Code. Applying the burden of proof in Subsection D.7 above, the Committee shall vote by secret ballot, unless all of the members of the Committee entitled to vote consent to an oral vote.
- b. In the event the Committee does not find that the Certificant has violated the applicable Code, the charges shall be dismissed. If the Committee finds the Certificant has violated the applicable Code, it must then determine what actions or sanctions shall be imposed.
- c. If the Committee finds a violation has occurred, it may then consider prior violations by the Certificant when determining the action or sanction in accordance with Section E.1 below.

## Section E: Committee Actions and Sanctions

### 1. Permissible Actions and Sanctions –

- a. Letter of Instruction. In the event it is determined that the applicable Code has been violated, the Committee shall consider the degree of harm and significant mitigating circumstances and may issue of letter of instruction, which is not a sanction.
- b. Provisional Suspension. In the circumstances set forth in Subsection C.6.f of these Guidelines, the Committee may place the certification of a Certificant on provisional suspension status pending the final adjudication of the case under consideration by the Committee, but such designation shall not be deemed a sanction. A Certificant may not hold himself or herself out as a CRC while his or her certification is in provisional suspension status. However, the Certificant is required to abide by the applicable Code.
- c. Sanctions. In the event it is determined that the applicable Code has been violated, and a letter of instruction is not appropriate, the Committee shall impose one or a combination of the possible sanctions that follow:
  - (i) Reprimand. The Committee may impose remedial requirements to be completed within a specified period of time.
  - (ii) Probation for a specified period of time subject to Committee review of compliance. The Committee may impose remedial requirements to be completed within a specified period of time.
  - (iii) Suspension of CRC/CCRC/CVE/CWA/CCAA certification for a specified period of time subject to Committee review of compliance. The Committee may impose remedial requirements to be completed within a specified period of time.
  - (iv) Revocation of CRC/CCRC/CVE/CWA/CCAA certification. Re-application for certification is prohibited for a period of 18 months following revocation.

- d. The penalty for failing to fulfill, in a satisfactory manner, a remedial requirement imposed by the Committee as a result of a sanction shall be automatic revocation unless the Committee determines that the remedial requirement should be modified based on good cause.

## 2. Notification of Actions and Sanctions –

- a. The Certificant shall be given written notice within thirty (30) calendar days of Committee decisions regarding complaints against him/her.
- b. The Complainant shall be given written notice of Committee decisions regarding his/her complaint after the time for appeal has expired or after all appeals are exhausted, whichever is later.
- c. If a sanction has been issued, the Committee, in its discretion, shall also notify any applicable counselor licensure, certification, or registry boards; other mental health licensure, certification, or registry boards; voluntary national certification boards; and appropriate professional associations applicable to such Certificant that are known to CRCC.
- d. If a violation has been found and a sanction has been issued, a notice of the Committee action that includes the section(s) of the applicable Code that were found to have been violated and the sanctions imposed shall be published in the CRCC newsletter after the time for appeal has expired or after all appeals are exhausted, whichever is later. In the event the certification of any Certificant is placed on provisional suspension status, such action will be published in the CRCC newsletter.

## **Section F: Appeals**

- 1. Basis of Appeals – Unless a Certificant chooses the option outlined in Subsection C.9.c.(ii) of these Guidelines, decisions of the Committee that a Certificant has violated the applicable Code and/or decisions related to an action or level of sanction imposed may be appealed by the Certificant found to have been in violation, based on one or more of the following grounds:
  - a. The Committee violated its policies and procedures for processing complaints of ethical violations; and/or
  - b. The decision of the Committee was not supported by the weight of the materials and testimony presented by the Complainant and the Certificant.
- 2. Limitation of Appeals – Certificants may appeal the decision of the Committee within thirty (30) calendar days from the date the decision was issued via certified mail. No appeal may be requested after the expiration of such thirty-(30)-calendar-day period.
- 3. Form of Appeal – Certificants can appeal the decision and/or sanction imposed. The appeal must be in writing, stating one or more of the bases of appeal listed in Subsection F.1.(a) or (b) above and must include the rationale for the appeal.

4. Appeals Panel – The Chair of CRCC shall appoint a three-(3)-member Appeals Panel consisting of current CRCs, CCRCs, CVEs, CWAs, or CCAAs, none of whom served on the Committee at the time the original decision was rendered. The CRCC attorney shall serve as legal advisor.
5. Form of Review – The three-(3)-member Appeals Panel shall be given copies of the materials available to the Committee when it made its decision, a copy of the hearing transcript if a hearing was held, a copy of the Committee’s decision, and a copy of the letter filed by the appealing Certificant. The Appeals Panel shall not accept new evidence, but shall review the complaint only on the basis of the existing record, applying the standards set forth in Subsection F.1 above.
6. Decision of Appeal – A decision will be issued to the Certificant within thirty (30) calendar days from the Appeals Panel’s review and deliberations. Decisions of the Appeals Panel will include one of the following:
  - a. The decision of the Committee is upheld in all respects. Any such decision by the Appeals Panel is final.
  - b. The decision of the Committee is upheld but the level of sanction is modified by the Appeals Panel. Any such decision by the Appeals Panel is final.
  - c. The case is remanded back to the Committee for reconsideration of the finding and/or sanction. The Committee’s decision following reconsideration may be appealed pursuant to this Section F.
  - d. The decision by the Committee of a finding of a violation is reversed. Any such decision by the Appeals Panel is final.

## **Section G: New Evidence**

In the event substantial and previously unavailable evidence is submitted after a final decision has been rendered, the Committee shall consider the evidence. If it is found to be substantiated and has the potential to lead to a modification of the Committee’s decision, the Committee shall reopen the case and proceed at its discretion.

## **Section H: Legal Actions Relating to Ethics Complaints**

1. All parties to a complaint are required to notify the Committee if they learn of any type of legal action (civil, criminal, or administrative) being filed in relation to the parties or matters giving rise to the complaint.
2. In the event any type of legal action is filed regarding an accepted complaint, all actions related to the complaint may, at the discretion of the Committee, be stayed until the legal action has been concluded.
3. If actions to a complaint are stayed, the Complainant and the Certificant shall be notified in writing.

4. When actions on a complaint are continued after a legal action is concluded, the Complainant and the Certificant shall be notified in writing.

## **Section I: Records**

1. The records of the Committee regarding complaints are confidential except as follows:
  - a. All information concerning complaints against Certificants shall be confidential except that the Committee may disclose such information when compelled by a validly issued subpoena or when otherwise required by law or valid court order.
  - b. Nothing in this Section shall be construed to prevent the Committee from communicating with the Complainant, witnesses, potential members of fact-finding committees, or other sources of information necessary to enable the Committee to carry out its function, nor to prevent the notice of sanctions described in Subsection E.2 above.
2. Original copies of complaint records shall be maintained in files at CRCC's administrative office or at an off-site location chosen by CRCC for a specified period of time as listed below:
  - a. Files of Sanctions or Letters of Instruction – In cases where the Committee has found an ethical violation and imposed any sanction or Letter of Instruction, a copy of the Committee's decision will be maintained indefinitely. A copy of the entire record on such matter will be maintained for not less than five (5) years after the Committee closed the case.
  - b. Files for Insufficient Information or Non-Violation – In cases where the Committee has closed a case due to evidence insufficient to sustain a complaint of ethical violation, or where the Certificant has not been found to have violated the applicable Code, records containing personally identifiable information will be maintained for not less than one (1) year after the Committee has closed the case.
  - c. Files After Death – All records containing personally identifiable information will be destroyed one (1) year after CRCC is notified of the death of the Certificant.
  - d. Records for Education Purposes – Nothing in this Section shall preclude the Committee from maintaining records in a form that prevents identification of the Certificant so that it may be used for archival, educational, or other legitimate purposes.
3. Members of the Committee shall regard copies of complaint records confidential and shall destroy copies of their records relating to a complaint upon completion of a hearing or at the time a decision is rendered without a hearing. Each member of an Appeals Panel shall likewise keep copies of complaint records confidential and shall destroy copies of their records relating to a complaint upon completion of the appeal.

# CRCC Ethics Complaint Form

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The Commission on Rehabilitation Counselor Certification (CRCC) supplies this form for individuals (Complainants) who wish to submit a complaint against a rehabilitation counselor certified by CRCC or a Certified Vocational Evaluation Specialist, Certified Work Adjustment Specialist, or Certified Career Assessment Associate originally certified by CCWAVES. This complaint form is an official form and must be completed in its entirety, signed, and submitted to the CRCC along with suitable documentation in support of this complaint. Submissions must be mailed to: Ethics Committee, CRCC, 1501 E. Woodfield Road, Suite 105e, Schaumburg, Illinois 60173. Because the complaint will be copied, do not highlight information within the complaint, do not staple pages, and do not mark pages with tabs of any sort. If the complaint documentation contains information submitted on electronic media, nine (9) copies of the electronic media must be submitted.

The CRCC strongly encourages that you review the CRCC Code of Professional Ethics for Certified Rehabilitation Counselors or Code of Professional Ethics for Vocational Assessment Professionals, as applicable, and the CRCC Guidelines and Procedures for Processing Complaints (a summary designed to assist you with the process) before and during the preparation of this CRCC Ethics Complaint Form. These documents are available on the CRCC website at [www.crccertification.com](http://www.crccertification.com). This review will assist you in understanding the organization's procedures and ethical standards. You may also telephone the CRCC administrative offices at (847) 944-1325 weekdays between 8:30 a.m. and 4:00 p.m. Central Time with questions concerning this process, to obtain the aforementioned materials, or to request information in alternative format.

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(Please Print Legibly or Type)

## **SECTION I**

Your Name (hereinafter referred to as "Complainant"): \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

## **SECTION II**

Name of Certified Individual (hereinafter referred to as "Certificant"): \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

## **SECTION III**

If you are a client, you are encouraged to use the grievance process available at the agency or institution from which you are receiving services. Have you done so? ☐ Yes ☐ No ☐ N/A

If you are a professional colleague, you are encouraged to discuss this situation with the CRC you are filing a complaint against. Have you done so? ☐ Yes ☐ No ☐ N/A

Have you filed formal complaints with other organizations? ☐ Yes ☐ No ☐ N/A

If yes to question above, please indicate below where else this complaint has been filed. If you check one or more items below, please attach existing documents and a description of the status of the complaint(s).

☐ State licensing board

State: \_\_\_\_\_ Date Filed: \_\_\_\_\_

☐ National certification board

Organization: \_\_\_\_\_ Date Filed: \_\_\_\_\_

☐ Professional organization

Organization: \_\_\_\_\_ Date Filed: \_\_\_\_\_

☐ Civil law suit (e.g., malpractice)

Jurisdiction: \_\_\_\_\_ Date Filed: \_\_\_\_\_

☐ Administrative appeal or grievance

Jurisdiction: \_\_\_\_\_ Date Filed: \_\_\_\_\_

☐ University grievance committee

University: \_\_\_\_\_ Date Filed: \_\_\_\_\_

☐ Other

Organization: \_\_\_\_\_ Date Filed: \_\_\_\_\_

#### **SECTION IV**

Cite specific Standard(s) of the applicable Code alleged to have been violated. \_\_\_\_\_

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#### **SECTION V**

Cite the nature of your complaint and specific dates and events. (Supplemental attachments must be signed and dated.)

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## **SECTION VI**

Attach supporting documentation to substantiate the allegations. Failure to do so will result in a determination that the complaint has not been completed in its entirety. List the supporting documentation that is attached (e.g., invoices and payments, signed statements from physician(s) and other professional personnel, correspondence to and from Certificant, etc.).

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### **STATEMENT OF UNDERSTANDING/RELEASES:**

1. By signing this form, I affirm that the allegations set forth in this complaint and any accompanying materials are based on my own personal knowledge and are true and correct to the best of my knowledge and belief. I further affirm that I have submitted any and all information and materials that I believe relate to the allegations set forth in the complaint currently available to me. Further, that documentation containing confidential or personal information about individuals not party to the complaint have been redacted or are accompanied by a written release of information. I understand and agree that all information and materials provided by me in connection with this complaint may be used as evidence by the Ethics Committee and/or CRCC.
2. Further, by signing this form, I acknowledge that all information, including a copy of this complaint form, any accompanying letters of complaint, and supporting documentation will be submitted to the Ethics Committee and the Certificant (in the event that the complaint is accepted for adjudication).
3. Further, by signing this form, I acknowledge that I must treat all information as confidential, and that CRCC will keep all information it receives strictly confidential, except if it discloses the information to its attorneys, the Certificant, or me, or is required by law, regulation, or court order to disclose the information.
4. I further acknowledge that I have read the CRCC Code of Professional Ethics for Certified Rehabilitation Counselors or the Code of Professional Ethics for Vocational Assessment Professionals, as applicable, and the CRCC Guidelines and Procedures for Processing Complaints and understand the procedures that will be followed to process this complaint.
5. *(Applicable only where this complaint is being filed by a current or former client of the Certificant and the complaint relates to the services provided to such client.)* Further, by signing this form, I hereby grant permission to the Certificant to release all records of interactions between me and the Certificant to the Ethics Committee and to answer all questions the Ethics Committee may ask concerning those interactions. Thus, the entire contents of my file, including documents from other service providers, may become part of the evidence.

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Signature of Complainant

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Date

### **RECOMMENDED CITATION**

Commission on Rehabilitation Counselor Certification. (2023). *CRCC Guidelines and Procedures for Processing Complaints*.