

CBSISM Disciplinary Procedures

Approved December 5th, 2019 by the CBSI Board of Directors

Direct Complaints

- 1) All complaints to the CBSI Board must be in writing, signed by the complainant, and mailed to the CBSI Ethics Committee Chair. Phone calls, e-mails, notes, and unsigned messages are not sufficient, though they may be followed up on to encourage a full written complaint. If the complainant is unwilling to put the charges in writing and sign it, the complaint process will not continue.
- 2) After the Ethics Chair receives the written and signed complaint, the Ethics Chair will contact the complainant by phone within 5 business days. At this time, the Ethics Chair will explain the complaint process, make sure that the complainant feels supported by CBSI, and will inform the complainant that there will be an investigation. The Ethics Chair will document the phone call.
- 3) A file will be created by the Ethics Chair, to include all notes, letters, emails and any other original documentation.
- 4) The Ethics Chair will send a letter by certified mail to the complainant including:
 - a) a copy of the CBSI Code of Ethics and Professional Conduct policy;
 - b) a copy of the CBSI Disciplinary Procedures document; and
 - c) a written summary of the ethical issue under investigation.
- 5) If the Ethics Chair cannot contact the complainant by phone within 5 business days of receiving the complaint, they will send a letter by USPS certified mail, summarizing what is usually done (by phone) in step number 2. The letter will clearly state that the complainant must contact the Ethics Chair by phone if they wish for the CBSI to proceed with the complaint. If the complainant does not respond within 20 days after receiving the certified letter, or if the certified letter is undeliverable, then the matter is concluded, and the process stops. If the complainant responds to the certified letter within 20 days, the Ethics Committee will investigate the matter.
- 6) If, after completion of the investigation, the Ethics Committee determines that mediation and/or negotiation are determined to be inappropriate or impossible solutions, the case, along with the Ethics Committee's recommendations, will be presented to the CBSI Board of Directors for disposition. Witnesses, complainant(s) and the respondent will be invited to attend the Board of Directors disposition hearing.
- 7) After disposition and completion of the case, complainant and respondent will be notified via Certified Mail of the CBSI Board of Directors' disposition by the Chair of the Board of Directors.
- 8) All materials collected by the Committee, including all phone and electronic records, notes, documents, testimonies and witness accounts, will be included in the Ethics Committee case file archives, which will be maintained confidentially by the CBSI Secretary.

Disciplinary Actions from Other Organizations

If a BCSI's professional membership or professional license are removed by the IASISM, an IASI-Recognized SI education program, any professional Structural Integration group, or any issuing authority such as a state licensing board, that certificant's BCSI status will be put on hold. The BCSI will be informed of this action by email and by written, certified mail letter. The BCSI will then have 90 days to provide an explanation to the CBSI Board of Directors. The CBSI Board of Directors may, in its sole discretion, refer the matter to the Ethics Committee for investigation, in which case the CBSI Disciplinary Process will be followed, as described above. If no explanation is provided by the BCSI, the practitioner's BCSI status will be permanently revoked.