



CONFIDENTIAL
INTERNATIONAL BOARD OF LACTATION CONSULTANT EXAMINERS
CODE OF PROFESSIONAL CONDUCT
COMPLAINT FORM

Before submitting a complaint, the individual filing a complaint (the “Complainant”) should familiarize herself or himself with the IBLCE [Disciplinary Procedures](#) and ensure compliance with the following requirements:

1. The only accepted method of submitting a complaint and related documentation to IBLCE is by mail or by uploading the complaint and all evidentiary documentation using the link provided in the complaint form.
2. Each section of the complaint form must be completed. Incomplete submissions will not be accepted.
3. All available evidentiary documentation must be submitted with the complaint form (e.g., screen shots of social media posts, emails, photos, charting, etc.).
4. The Complainant must be an individual, not a business or entity, and must have direct, first-hand knowledge of the facts of an IBCLC violation of one or more principles of the [Code of Professional Conduct](#) (the “CPC” or “Code”). Complaints made without sufficient evidentiary documentation, as well as those based on hearsay, may be dismissed in IBLCE’s sole discretion in accordance with the applicable procedures.
5. IBLCE may self-initiate complaints on the basis of third-party sourced information only when the allegations pertain to egregious conduct such as abuse or significant bodily harm; all other anonymous complaints will not be entertained by IBLCE.
6. During the course of the disciplinary process, the Complainant’s identity may become known to the IBCLC who is the subject of the complaint for purposes of ensuring a fair process.
7. A complaint involving an IBCLC’s conviction of a crime may not be actionable if the crime is unrelated to the practice of lactation consulting.
8. The disciplinary process is designed to resolve only complaints concerning potential unethical conduct of an IBCLC within the meaning of the Code of Professional Conduct. The disciplinary process is not applicable to disputes of a commercial or personal nature, such as claims that an IBCLC’s conduct amounted to defamation or disparagement, or to differences in professional opinion. Such matters should be resolved without resorting to the disciplinary process. Only complaints where the major component rises to the level of unethical conduct under the Code will be considered actionable by IBLCE under the Disciplinary Procedures.
9. Submission of complaints by IBCLCs that clearly do not rise to the level of unethical conduct under the CPC or complaints that are submitted in bad faith (e.g., in retaliation) may be viewed as an abuse of process and a potential violation of the Code of Professional Conduct Section 6.1, which states: “Behave honestly and fairly as a health professional.”



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1. Today's date: _____

2. Person filing complaint ("Complainant"): [Must be an individual with direct, firsthand knowledge of the facts involving a potential violation of the Code of Professional Conduct]

Name: _____ Telephone: _____

Title: _____ Employer: _____

Address: _____

Email address: _____

3. IBLCE certificant against whom complaint is being filed:

Name: _____ Telephone: _____

Title: _____ Employer: _____

Address: _____

Email address: _____

4. Complainant's relationship with the certificant against whom the complaint is being filed (e.g., supervisor, co-worker, consumer, etc.):

5. Provide a brief and concise summary of complaint (in your own words – who, what, where, when, why, and how): [Use additional sheets if needed]. All available evidentiary documentation must be submitted with the complaint form.

6. Identify the specific provision(s) of the IBLCE Code of Professional Conduct allegedly violated by the certificant who is the subject of the complaint: [required to proceed with Disciplinary Procedures]

7. Other persons with knowledge of the incident(s) giving rise to this complaint – you must submit sufficient contact information for IBLCE to notify these persons about the use of their personal data:

Name: _____ Telephone: _____

Title: _____ Employer: _____

Address: _____

Email address: _____

Name: _____ Telephone: _____

Title: _____ Employer: _____

Address: _____

Email address: _____

8. Other agencies or organizations you have submitted this complaint to (i.e., government licensing boards, police or other authorities, etc.):

CONSENT TO DISCLOSURE OF HEALTH INFORMATION ABOUT YOU AND YOUR CHILD(REN): Your complaint about the certificant may include health information about you and/or one or more of your children. By signing below you authorize IBLCE to share with or otherwise disclose to (a) the certificant and (b) all persons with knowledge you identify in this complaint all the information you include in this complaint for purposes of the disciplinary proceeding you have initiated against the certificant. This information will become part of IBLCE's records for that certificant and will be maintained in accordance with IBLCE's [Privacy Notice](#).

CONSENT TO IBLCE RECEIVING HEALTH INFORMATION ABOUT YOU AND YOUR CHILDREN FROM CERTAIN THIRD PARTIES: In order for us to investigate and address your complaint pursuant to our Disciplinary Procedures for the Code of Professional Conduct of IBCLCs ("[E&D Procedures](#)"), we may collect information, including health information about you and your children from the certificant or any third party the certificant identifies as being a person with knowledge of relevant facts about your complaint. By signing below you consent to us doing so. All information so received will be maintained in accordance with IBLCE's [Privacy Notice](#).

If you submit the complaint without signing this consent, we may not process your complaint and will not share your personal data with the certificant. However, we will still keep your records in accordance with our data retention policy and subject to our [Privacy Notice](#).

The complaint must be signed by an individual with first-hand knowledge of the alleged violation(s) of the Code of Professional Conduct.

Signature: _____ Date: _____

By signing this document, you attest that all the information in this complaint is true and correct to the best of your knowledge and belief.

Signature: _____ Date: _____

If the allegations in your complaint are determined to be possible violations of the IBLCE Code of Professional Conduct, you will be notified that your complaint has been opened for investigation. Conversely, if the allegations are determined not to be possible violations, you will receive notification that your complaint has been dismissed.

UPLOAD COMPLAINT AND ALL EVIDENTIARY DOCUMENTATION
HERE:

<https://iblce.sharefile.com/share/filedrop>

You may also mail this form, marking it "Personal & Confidential" to:
International Board of Lactation Consultant Examiners ("IBLCE") International Office
Attention: Ethics and Discipline Committee
10301 Democracy Lane
Suite 400
Fairfax, Virginia 22030 USA