



Concern and Complaint Procedures

1. Initiating a Formal Complaint

Any Participant⁵ who reasonably believes that the alleged conduct of another Participant is beyond the behavior or conduct accepted in our [IOA Community Norms](#) and identified in the [IOA Concern and Complaint Policy](#) may initiate a Formal Complaint by submitting a completed [IOA Formal Complaint Form](#) (or a document with equivalent information) and any supporting information to the President and Executive Director.

If a Participant is in immediate or imminent danger, sees something suspicious, or wants to report a security issue or emergency at an IOA in-person event, they should contact security at the venue or local law enforcement as an initial course of action.

2. Formal Complaint Review and Review Committee

The President and Executive Director, or their designees will 1) determine whether the formal complaint is within scope, 2) determine whether a special committee needs to be convened to address the allegation(s), and 3) notice the Participant(s) named in the formal complaint that a formal complaint had been filed, and the general nature of the complaint⁶.

3. Review Process

A Review Committee (composed of the President and Executive Director, or a specially convened group) will assess the inquiry as it determines appropriate to solicit necessary information to conduct a fair and impartial review of the alleged misconduct. This may include, but is not limited to:

- a. Conversation with the Participant(s) who filed the complaint to understand their desired goals and outcomes,
- b. Interviews of all Participants named in the complaint,
- c. Interviews of all Participants who filed the complaint and any other witnesses who may have information relevant to the complaint,
- d. Collecting such other information as the Committee deems relevant to understand the facts, including consideration of any prior communications or corrective measures that have been afforded to Participant(s), advice from IOA counsel, and whether the Participant who is the subject of the complaint fully cooperated during any prior review.

The Committee will conduct any interviews, meetings, and measures related to the review in accordance with IOA's Core Values. As a matter of policy, IOA will attempt to utilize informal

⁵ As used in the Concerns and Complaint Policy, "Participants" includes IOA Members, attendees, media representatives, speakers, exhibitors, sponsors, vendors, staff, contractors (except on-site security), volunteers, organizers, and other guests who attend or participate in any IOA activity.

⁶ The President and/or Executive Director may delegate this responsibility to the President-Elect or the Managing Director in the event they are unavailable for an extended period of time.



measures to the extent possible and applicable to the allegation. However, IOA reserves the right to address any egregious allegations as it deems necessary.

4. Confidentiality and Interaction Between Participants During the Review Process, and Voluntary Conflict Resolution Options

At no time during the process will there be contact between the Participants who filed the complaint and the Participants named in the complaint, unless the Participants agree.

At any point during the process, the Participants may explore whether they wish to consider informal and voluntary measures to resolve the complaint. This includes, but is not limited to:

- a. voluntary mediation,
- b. facilitated discussion, or
- c. any other informal means to communicate and resolve the matter.

In all instances, all parties must agree and be willing to voluntarily engage in these informal options.

5. Measures to Address a Complaint

A variety of corrective measures may be considered at the conclusion of the review, including but not limited to:

- restorative approaches including coaching and/or other facilitated discussions,
- voluntary mediation,
- an advisory letter or letter of expectation that states the behavior from which the Participant must refrain,
- a letter of warning, and/or reprimand that states the behavior from which the Participant must refrain,
- revocation of Participant member benefits and/or privileges including but not limited to the ability to serve on a committee, task force or the IOA Board, prepare or publish content on any IOA platform, present at an IOA conference, sponsor an IOA activity, or use of any other IOA platform,
- limiting or prohibiting access to membership; or suspension or termination of membership,
- removal or banning of attendance at current or future IOA Activities.

The time applied to the corrective measure may depend on the nature of the complaint and/or the corrective measure taken. Only egregious behavior will be addressed by permanent corrective measures.

Pursuant to Article III, Section D4 of the Association Bylaws, the Board shall prescribe the criteria and procedures applicable for removal or suspension of a member for cause.



6. Post Review: Recommendations and Notification

After a review is conducted, a memorandum that includes a summary of information based on the information gathered, and recommendations⁷ will be provided to the President and Executive Director if the review has been conducted by a special committee. If the recommendations come from the President and Executive Director, the memorandum will be sent to the IOA Board's Executive Committee.

The President and Executive Director or the Executive Committee as applicable will determine what standard or norm has been violated if any, and ensure the Participant named in the complaint has been notified.

7. Right to Appeal

Any Participant named in a complaint may appeal the decision to the full Board of Directors. Any request for appeal must be sent to the President and the Executive Director within 60 days of receiving the decision. The decision of IOA's Board of Directors is final.

8. Support During the Process

Any Participant named in a formal complaint may bring either an individual to provide support or an attorney to any interviews(s) or other meetings conducted by the Committee⁸.

9. Confidentiality of the Decision

The final resolution of a complaint will not be publicized at the conclusion of the review, although the IOA will inform Participants who filed the complaint that the matter has been closed and a resolution achieved. This confidentiality is required to address the myriad of interests of all concerned.

10. Post Review

A confidential file will be maintained at IOA headquarters that will contain the complaint, supporting materials, and any corrective measures that were taken, including any final correspondence to the Participants named in the complaint and who filed the complaint.

⁷ Recommendations may include corrective measures.

⁸ Any expenses related to this support will be the responsibility of the Participant named in the complaint.