



Harassment Prevention and Prohibited Conduct Policy

1. Purpose of the Policy

This Policy establishes behavioral standards and measures to prevent all forms of harassment, aggression, and inappropriate conduct within GMA educational programs.

The Policy ensures psychological and emotional safety for all participants and complies with:

- the **ICF Code of Ethics**,
- **ICF Coaching Education Standards**,
- international norms of professional conduct.

2. Definition of Harassment

Harassment refers to any behavior, gesture, action, or statement that:

- undermines dignity,
- causes discomfort, fear, or humiliation,
- creates a hostile, unsafe, or toxic environment,
- is unwanted, intrusive, offensive, or inappropriate.

Harassment may include:

2.1. Verbal Harassment

- insults or offensive remarks,
- degrading or humiliating comments,
- inappropriate comments about appearance, identity, culture, or beliefs,
- sexual comments, jokes, insinuations, unsolicited compliments.

2.2. Non-Verbal Harassment

- suggestive gestures, facial expressions, or body language,
- unwanted touching, hugging, or physical contact.

2.3. Emotional / Psychological Harassment

- pressure, manipulation, intimidation,
- gaslighting,
- creating fear or psychological discomfort.

2.4. Digital / Online Harassment

- inappropriate messages or images,
- offensive posts or comments in chats,
- persistent unsolicited communication.

3. Prohibited Conduct

GMA strictly prohibits:

- any form of sexual, psychological, verbal, or physical pressure,
- discriminatory remarks or slurs,
- humiliation, mocking, or belittling others,
- intrusive personal questioning,
- unwelcome physical contact,
- aggressive criticism or public shaming,
- bullying or group harassment,
- threats or coercion,
- any actions compromising psychological or emotional safety.

4. Rights of Participants

Every student, faculty member, mentor, and supervisor has the right to:

- a safe and respectful learning environment,
- interact without fear of harassment or humiliation,
- submit a complaint without fear of retaliation,
- confidentiality and protection during the investigation process,
- respectful treatment at all times.

5. GMA Responsibilities

GMA commits to:

- maintaining a safe, respectful, and inclusive environment,
- preventing all forms of harassment,
- responding promptly to reported incidents,
- investigating each case objectively and impartially,
- taking corrective measures when violations are confirmed,
- preventing retaliation against individuals who report concerns.

6. Reporting Harassment

Participants may report harassment through:

- the lead trainer,
- the program coordinator,
- GMA administration,
- the official email or communication channel.

Complaints may be:

- written,
- verbal (to be documented by staff),
- anonymous (if the system allows),
- with or without detailed explanation.

7. Investigation Process

7.1. Acknowledgement

GMA acknowledges receipt of the complaint within **1–2 business days**.

7.2. Investigation Steps

GMA may:

- gather details and context,
- interview involved parties,
- consult an independent specialist if needed.

7.3. Timeline

Most cases are resolved within **7–14 business days**.

8. Response Measures

Depending on the severity and nature of the incident, GMA may apply:

- a corrective or educational conversation,
- a formal written warning,
- temporary suspension from participation,
- transfer to another cohort,
- reassignment of faculty or mentor (if the complaint concerns them),
- supervision or coaching intervention,
- removal from the program for serious misconduct.

9. Protection from Retaliation

GMA guarantees:

- no negative consequences for individuals submitting a complaint,
- full confidentiality,
- protection from intimidation, pressure, or exclusion.

Retaliation of any kind is itself considered a serious violation.

10. Final Provisions

- This Policy is mandatory for all GMA students, faculty, mentors, supervisors, and staff.
- The Policy is updated according to ICF standards and international best practices.
- It applies to all programs, including online and in-person formats.
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