

**Summary of Procedures for Concerns Brought by Consumers Against Accredited Genealogist®
Professionals
April 2016**

This process has been implemented to protect both the consumer and the AG® professional during an inquiry process regarding the professional conduct of any AG® professional:

1. Initial contact is made by a consumer to ICAPGenSM who registers a concern or complaint.
2. ICAPGen gathers all pertinent facts of the matter in question from the consumer and opens an inquiry.
3. ICAPGen notifies the AG® professional of the inquiry and informs the professional of the nature of the complaint.
4. The AG® professional responds to ICAPGen about the inquiry.
5. ICAPGen provides the role as mediator between the two parties to resolve the complaint.
 - a. If action is required by the AG professional, a reasonable amount of time is allowed to resolve the issue at inquiry.
 - b. If action is required by the consumer, a reasonable amount of time is allowed to resolve the issue at inquiry.
 - c. A formal notice of warning typically results from an unresolved administrative action or from a non-trivial or serious initial infraction.
 - d. A special circumstance, such as a potentially damaging offense, or the need for decisive action, may warrant the convening of a Commission Review Board to consider the appropriate administrative or disciplinary actions to be taken in response to that special circumstance.
6. The AG® professional has the right to register a counter-complaint as part of the inquiry.
7. If the issue is not resolved within a reasonable time AND the consumer has proper grounds for the complaint, as reviewed by ICAPGen, disciplinary actions may be taken with the AG® professional, including possible temporary suspension or revocation of the AG® credential.
8. An AG® professional researcher may appeal an administrative or disciplinary decision that will be heard by a Commission Review Board.