

From: Christian Counselor
Date: Thu, Sep 13, 2018 at 10:22 AM
Subject: LEC for the AACC
To: <dina.jones@aacc.net>

Ms. Jones,

I called the AACC offices this morning with some questions. The person who answered said you would be able to help me and they gave me your email address.

Can you please tell me who is the current chair of the LEC (Law and Ethics Committee)?

If I determined that it was appropriate to file a complaint with the AACC about a member who is acting (or has acted) unethically, can you please tell me the policy/procedure for that? As I read the AACC code of ethics, complaints should go to the LEC, but I don't know how to do that, exactly.

Thank you for your help.

From: Christian Counselor
Date: Mon, Sep 17, 2018 at 4:05 PM
Subject: Re: LEC for the AACC
To: <dina.jones@aacc.net>, <contactmemberservices@aacc.net>

I sent this request last week. I would very much like a reply soon. Thank you!

From: Christian Counselor
Date: Tuesday, September 18, 2018 at 12:59 PM
To: Dina Jones <dina.jones@aacc.net>, Contact Member Services <contactmemberservices@aacc.net>
Subject: Contacting the LEC

I sent a request for information last Thursday. I would like to know who is the chair of the LEC (Law and Ethics Committee) for the AACC and get their contact information, please. I would also like to know what the correct protocol is for filing a complaint regarding an AACC member who has likely acted unethically.

I've previously made one phone call and sent two emails asking for this information. This is now my third email. This is becoming somewhat frustrating, as I assumed the AACC would want to know about and address the unethical behaviors of its members. The inability or refusal of the AACC to send this information is causing me to wonder.

At my initial phone call, an AACC representative gave me Ms. Jones email to get further information. If there is a different email address I should use, please let me know.

Thank you.

From: **Dina Jones** <Dina.Jones@aacc.net>
Date: Tue, Sep 18, 2018 at 2:51 PM
Subject: Re: Contacting the LEC
To: Christian Counselor <>, Contact Member Services <contactmemberservices@aacc.net>

Hello,

I hope this email finds you well. My name is Dina Jones and I am the Director of Professional and Public Relations at the AACC.

Please send your complaint to me directly with any supporting documentation and I will serve as the intermediary between you and our LEC.

Sincerely,

Dina Jones

From: Christian Counselor
Date: Tue, Sep 18, 2018 at 3:16 PM
Subject: Re: Contacting the LEC
To: <Dina.Jones@aacc.net>

I appreciate the reply, Ms. Jones.

I do not want an intermediary. I would like to know who the chair of the LEC is. Will you please send me that information?

From: Christian Counselor
Date: Wed, Sep 19, 2018 at 12:24 PM
Subject: Re: Contacting the LEC
To: Dina.Jones@aacc.net

Hi Ms. Jones,

I would really like this information soon. Will you please send me the contact information for the chair or the vice-chair for the LEC? If that is not possible for some reason, would you please explain why? I am just trying to follow the protocol given in the AACC code of ethics. I am assuming the AACC takes ethical complaints seriously and so would want to expedite this process. This will be my final request. Thank you.

From: Christian Counselor
Date: Thu, Sep 20, 2018 at 9:49 AM
Subject: Re: Contacting the LEC
To: dina.jones@aacc.net , contactmemberservices@aacc.net

It's been nearly a full week since my original request. And my frustration has given way to grave disappointment. The AACC's inability or unwillingness to receive an ethical complaint has left me dumbfounded. I suppose I am willing to submit my complaint to the AACC Director of Public Relations, if I were just given a reason for needing to do so. But surely you can see how this is a problem.

I'm not sure I know what else to do. Not only do I have a complaint about an individual affiliated with the AACC, I now have a complaint about the AACC organization as a whole. I won't belabor the point any longer. Would you please send me the contact information for the Chair and/or Vice-chair of the LEC? If not, I will take my complaints elsewhere.

From: **Dina Jones** <Dina.Jones@aacc.net>
Date: Thu, Sep 20, 2018 at 10:15 AM
Subject: Re: Contacting the LEC
To: Christian Counselor <>, Contact Member Services <contactmemberservices@aacc.net>

Hello,

The process in place to make sure any complaints are properly recorded, cataloged and distributed to the appropriate individuals, including those in senior leadership, is to send them through me. This is the reasoning for you being pointed to me upon your first inquiry.

I apologize for your frustration. We are certainly not unable or unwilling to address concerns, but do kindly ask for the concern to be flowed through the same channel any other request would flow through. If some requests are made directly to one person and some to another, it is not as well organized as would be optimal.

If you would rather give your complaint over the phone please let me know.

Dina Jones
Director of Professional and Public Relations
American Association of Christian Counselors