

Member Standards

The professional standards that govern Fractional Coordinator membership: what we commit to members, what we expect of them, and how concerns and appeals are handled.

Effective May 20, 2026 · Next scheduled review November 20, 2026

Membership in the Knowledge Hub, Practitioner Roundtables, certification cohorts, and other Fractional Coordinator member programs creates a shared professional space for learning, collaboration, and practice development. These standards apply to all members, regardless of membership tier, credential, or program.

Our commitments to members

- **Practice-ready resources.** We work to keep our training, templates, guidance, and Knowledge Hub resources aligned with the laws, regulations, enforcement developments, and professional practices that shape this work. When material developments affect our guidance, we explain what changed and the practical implications for members.
- **Confidential professional spaces.** Practitioner Roundtables and member channels operate under clear confidentiality expectations so members can discuss difficult issues, emerging practices, and professional questions candidly. We expect participants to protect institutional, case, and individual information at all times.
- **Experienced faculty and transparent guidance.** Our faculty and contributors include practicing coordinators, investigators, compliance professionals, and other experienced practitioners. We distinguish between established requirements, professional guidance, emerging practices, and matters that require institutional judgment or legal advice.
- **Transparent membership terms.** We clearly communicate the benefits, credentials, resources, and access associated with each membership tier or program. We do not impose undisclosed membership fees, and we communicate material changes to membership terms or benefits in advance.
- **Reliable access.** Members receive access to the resources and benefits associated with their membership tier for the applicable membership term, subject to these standards and any program-specific terms. When reasonably practicable, we provide at least 30 days' notice before materially reducing ongoing membership benefits.

Member responsibilities

- **Protect confidentiality.** Protect confidential and sensitive information shared through Roundtables, member channels, cohorts, and other community spaces. Do not identify individuals involved in matters discussed by members, disclose another member's confidential information, or share restricted discussions outside the community without authorization.

- **Use materials responsibly.** Respect the intellectual property and licensing terms associated with Fractional Coordinator resources. Do not reproduce, publish, sell, distribute, or provide member-only materials to unauthorized individuals unless the applicable license expressly permits it.
- **Represent credentials accurately.** Describe your Fractional Coordinator membership, training, certificates, and credentials accurately. Membership or completion of a training program must not be represented as a professional license, a guarantee of competence or outcome, authorization to practice law, or a substitute for legal advice.
- **Maintain professional conduct.** Engage with members, faculty, staff, and guests professionally and respectfully. Harassment, discrimination, threats, retaliation, intimidation, or conduct that materially undermines the safety or integrity of the professional community is inconsistent with membership.
- **Protect the integrity of cases and institutions.** Do not use Fractional Coordinator community spaces to improperly disclose protected case information, interfere with an active matter, solicit confidential information, or engage in conduct that could compromise an investigation, proceeding, or another member's professional responsibilities.

Suspension and termination

Fractional Coordinator may restrict, suspend, or terminate membership for a material violation of these standards, non-payment, misuse or unauthorized distribution of member resources, misrepresentation of credentials, or conduct that creates a material safety, confidentiality, or community-integrity concern.

When circumstances reasonably permit, we will provide written notice of the concern and an opportunity to respond or correct the issue before terminating membership. We may temporarily restrict or suspend access while reviewing serious concerns, including circumstances involving safety, confidentiality, case integrity, harassment, or misuse of member systems or materials.

Membership fees following suspension or termination are handled in accordance with the applicable membership or program terms and governing law. If Fractional Coordinator discontinues a paid membership program before the end of a member's prepaid term, any refund or credit will be handled under the applicable membership terms.

Concerns and appeals

Members may raise concerns regarding membership decisions or the conduct of another member, faculty member, or staff member by contacting membership@fractionalcoordinator.com.

We review concerns promptly and impartially. Appeals of membership suspension or termination decisions will be reviewed by an individual who was not responsible for the original decision whenever reasonably practicable. Fractional Coordinator prohibits retaliation against a person for raising a good-faith concern or participating in a review under these standards.

Relationship to other terms

These standards operate alongside our [Terms of Use](#), [Privacy Policy](#), [Member Policy](#), applicable program or cohort agreements, event conduct requirements, certification terms, and licensing terms governing member resources. Where a program-specific agreement addresses a matter more specifically, the program-specific terms control.

Membership, training, certification, participation in a Roundtable, or access to Fractional Coordinator resources does not create an attorney-client relationship and does not constitute legal advice. Unless expressly established through a separate written engagement, membership also does not create a client or consulting relationship with Fractional Coordinator.

Fractional Coordinator may update these standards periodically. Material changes will be communicated to members and reflected by an updated effective date.

How to reach us

Fractional Coordinator, Inc. 830 NE Holladay St., Portland, OR 97232, United States Office: (503) 395-0687 · Fax: (503) 395-0815 Membership questions: membership@fractionalcoordinator.com