

# Policy Violations Quick Reference Guide





**TOASTMASTERS INTERNATIONAL**  
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# Missions, Values, and Promises

## **Toastmasters International Mission**

We empower individuals to become more effective communicators and leaders.

## **District Mission**

We build new clubs and support all clubs in achieving excellence.

## **Club Mission**

We provide a supportive and positive learning experience in which members are empowered to develop communication and leadership skills, resulting in greater self-confidence and personal growth.

## **Toastmasters International Core Values**

- ▶ Integrity
- ▶ Respect
- ▶ Service
- ▶ Excellence

## **Toastmasters International Brand Promise**

Empowering individuals through personal and professional development.

This is the promise Toastmasters International makes to club members. Once we have reached this goal consistently, through all clubs across the globe, we will have achieved club excellence.

## **A Toastmaster's Promise**

As a member of Toastmasters International and my club, I promise

- ▶ To attend club meetings regularly.
- ▶ To prepare all of my projects to the best of my ability, basing them on the Toastmasters education program.
- ▶ To prepare for and fulfill meeting assignments.
- ▶ To provide fellow members with helpful, constructive evaluations.
- ▶ To help the club maintain the positive, friendly environment necessary for all members to learn and grow.
- ▶ To serve my club as an officer when called upon to do so.
- ▶ To treat my fellow club members and our guests with respect and courtesy.
- ▶ To bring guests to club meetings so they can see the benefits Toastmasters membership offers.
- ▶ To adhere to the guidelines and rules for all Toastmasters education and recognition programs.
- ▶ To act within Toastmasters' core values of integrity, respect, service, and excellence during the conduct of all Toastmasters activities.

# Introduction

As a member, a club leader, a District leader, or an international leader, you are part of Toastmasters International, an organization based around four core values: Integrity, Respect, Service, and Excellence. These core values provide us with a means of guiding and evaluating our operations, planning, and vision for the future. Your membership will be filled with chances for you to renew your perspective, practice teamwork, and develop your capacity to translate values and strategies into productive actions.

There may be times when you will have to deal with violations of our Bylaws, Policies, and Protocols. To deal with any violation, it is your responsibility to be clear on what is expected of you and the action you will need to take. The governing documents will help you understand how to identify and report any violations you may encounter during your term of office. **These actions should begin at the level in which the infraction takes place, prior to contacting Toastmasters International World Headquarters.**

Excerpts from the governing documents are referenced throughout this reference guide. For further information and clarification, please regard the governing documents at [toastmasters.org/GovDocs](https://toastmasters.org/GovDocs) as the ultimate source of authority.

This reference guide assists with handling reported potential policy violations discreetly and promptly. It covers the most common questions with regards to the club, District, and international levels.



# Reporting Policy Violations

Integrity is one of Toastmasters' core values. Members who become aware of a potential violation of the governing documents are encouraged to take the initiative to report, in good faith, any actions that contradict the mission and core values of Toastmasters International. Good faith means without malice, demonstrating a sincere intent to deal fairly with others. The reporting member must have a genuine concern that a violation has occurred. Knowingly making a false allegation is a violation of Toastmasters' policy.

Members may not be aware that their actions conflict with Toastmasters International's governing documents. Often a private conversation can resolve the issue without the need to involve club or District leaders, World Headquarters staff, or the Board of Directors.

A good example is the use of Toastmasters' trademarks and copyrighted material. Members may not understand that the use of Toastmasters trademarks requires prior approval. A short and timely conversation can direct the member(s) to the proper resources to understand appropriate uses of Toastmasters' intellectual property.

If the member who identified the violation is uncomfortable addressing the issue directly, or if the member in violation is unwilling to correct the issue, the reporting member should contact their Toastmasters leaders. Reported violations should be handled at the level of the organization at which they occur. World Headquarters staff is available to provide guidance.

Our Toastmasters International mission states: We empower individuals to become more effective communicators and leaders. The following sections act as a guide and quick reference when dealing with any violation you may encounter:

## Club-Level Complaints

If a potential violation occurs in the club, it is best addressed by the club. A club's authority to discipline a member is outlined in Article II, Section 6, of the Club Constitution.

Districts have no authority to handle club-related disciplinary matters. District leaders may have personal experience dealing with similar situations and can be consulted for advice on the process.

Club leaders and members may contact World Headquarters by phone or via email at [clubquality@toastmasters.org](mailto:clubquality@toastmasters.org), for guidance in all disciplinary matters.

## District-Level Complaints

If a potential violation occurs at the District level (including Areas and Divisions), it is best addressed by the District. This type of complaint would include potential violations by members of the District Executive Committee, appointed District committee positions, and candidates for District office. This also includes potential violations by individual members at District events. A District's options for disciplinary actions are found in Protocol 3.0: Ethics and Conduct, Section 3.

An individual member who wishes to report a potential violation at the District level may submit a written complaint containing reasonably credible information to the District Director. If the District Director is the member being reported, the complaint is sent to the next-highest-ranking District officer.

District leaders may contact World Headquarters by phone at +1 720-439-5050 or via email at [districts@toastmasters.org](mailto:districts@toastmasters.org) for guidance in all disciplinary matters.

If a potential violation occurs across different Districts, the complaint should be reported to World Headquarters by phone at +1 720-439-5050 or by email at [districts@toastmasters.org](mailto:districts@toastmasters.org).

## International-Level Complaints

If a potential violation occurs at the international level, it is best addressed by a communication directly to World Headquarters or to the International President. This type of complaint would include potential violations according to Protocol 3.0: Ethics and Conduct, Sections 4-6, Policy 9.1: International Campaigns and Elections, and Policy 11.12: Board of Directors Conduct by the following:

- ▶ Accredited Speakers
- ▶ World Champions of Public Speaking
- ▶ Region Advisors
- ▶ Past Board Members
- ▶ Past Region Advisors
- ▶ International Board of Directors candidates
- ▶ International Board of Directors

Note: Complaints involving World Headquarters staff or individual members at international events are reported directly to the Chief Executive Officer, at the email address listed below.

If the person in question is the International President or the Chief Executive Officer, the written complaint shall be filed in accordance to **Protocol 3.0, Section 1.E**.

An individual member who wishes to report a potential violation at the international level may submit a written complaint containing reasonably credible information to World Headquarters at the appropriate email address provided below.

<b>Complaint related to:</b>	<b>Email:</b>
Accredited Speakers	boardcontact@toastmasters.org
Chief Executive Officer	interpresident@toastmasters.org
Individual members at international events	boardcontact@toastmasters.org
Intellectual property	trademarks@toastmasters.org
International Officer and Director candidates	candidates@toastmasters.org
International President	boardcontact@toastmasters.org
Members of the Board of Directors	interpresident@toastmasters.org
Past Board Members	interpresident@toastmasters.org
Past Region Advisors	interpresident@toastmasters.org
Region Advisors	interpresident@toastmasters.org
World Champions of Public Speaking	boardcontact@toastmasters.org
World Headquarters staff	boardcontact@toastmasters.org

## Exceptions

There are extreme violations, which may never happen to you as a member or a leader, that you should not handle alone. These violations are considered exceptions and the following guidelines will assist you in dealing appropriately with these incidents.

Any such violation occurring outside the club level, including and up to the international level, must be reported to World Headquarters.

Protocol 3.0: Ethics and Conduct, Section 1:

- F. Any claim, threat of lawsuit, or lawsuit involving an ethics violation occurring outside the club level must be reported promptly to the Chief Executive Officer.
- G. In jurisdictions where laws are stricter than the Toastmasters International governing documents, members and clubs are required to observe the stricter standards.
- H. Suspected violations of criminal law, such as embezzlement, theft, assault, or trespass should be reported to the appropriate law enforcement authorities in the jurisdiction. Any such violation occurring outside the club level must be reported to World Headquarters.

## **Club-Level Issues**

Protocol 3.0, Section 2, defines the Club Procedure to Discipline a Member. If a violation occurs at the club level, it should be handled in the following way before contacting World Headquarters.

### **Level-One Violations**

A level-one violation is a minor infraction that is usually correctable. Examples are provided on pages 12-17 of this reference guide.

- A. The violation is reported to the Club President, who investigates the matter. If the Club President cannot resolve the matter, it is turned over to the Club Executive Committee.
  - I. If the Club President is the member charged, has a conflict of interest, or is exhibiting undue bias, the next-highest-ranking club officer becomes the investigative officer for the matter.
- B. The Club President will discuss the findings with the member and inform them of any violation. When the matter is resolved, the process is complete.

### **Level-Two Violations**

A level-two violation is one involving a more serious infraction, or a continuing violation that has been addressed previously with the member. Examples are provided on pages 12-17 of this reference guide.

- A. The violation is reported to the Club President, who investigates the matter or assigns the investigation to the Club Executive Committee.
  - I. If the Club President is the member charged, has a conflict of interest, or is exhibiting undue bias, the next-highest-ranking club officer becomes the investigative officer for the matter.
- B. The Club President reports the results of the investigation to the Club Executive Committee, who follows the procedure outlined in Protocol 3.0, Section 2.
- C. To conclude the disciplinary process, the Club Executive Committee, or the club members, vote on the action to be taken. The following are some possible penalties:
  - I. Issue a letter of censure to the member.
  - II. Request a public apology to the club members or Club Executive Committee.

## **Level-Three Violations**

A level-three violation is a serious breach of Toastmasters' governing documents, or a continuing violation that has been addressed previously with the member. Examples are provided on pages 12-17 of this reference guide.

- A. The violation is reported to the Club President, who investigates the matter or assigns the investigation to the Club Executive Committee.
  - I. If the Club President is the member charged, has a conflict of interest, or is exhibiting undue bias, the next-highest-ranking club officer becomes the investigative officer for the matter.
- B. The Club President reports the results of the investigation to the Club Executive Committee, who follows the procedure outlined in Protocol 3.0, Section 2.
- C. To conclude the disciplinary process, the Club Executive Committee, or the club members, vote on the action to be taken. The following are some possible penalties:
  - I. Any or all of the penalties for a level-two violation.
  - II. Request review of the matter by World Headquarters for potential referral to the Board of Directors and further discipline following the process outlined in the Bylaws of Toastmasters International, Article III, Section 13: Disciplinary Proceedings.
- D. The results of the disciplinary process and any actions taken must be reported, in writing, to World Headquarters within seven days.

# District-Level Issues

Protocol 3.0, Section 3, defines the District Procedure to Discipline a Member. If a violation occurs at the District level, it should be handled in the following way before contacting World Headquarters.

## Level-One Violations

A level-one violation is a minor infraction that is usually correctable. Examples are provided on pages 12-17 of this reference guide.

- A. The violation is reported to the District Director, who confidentially investigates the matter within seven days.
  - I. If the District Director is the charged member, has a conflict of interest, or is exhibiting undue bias, the next-highest-ranking District officer shall be responsible for investigating the matter.
- B. The District Director, or the next-highest-ranking District officer, discusses the findings with both members in order to reach an agreeable resolution. When the matter is resolved, there are no further ramifications.
- C. If a resolution is not reached, the District Director, or highest-ranking District officer replacing the District Director, appoints a District Disciplinary Committee and informs World Headquarters. World Headquarters provides counsel and direction in matters of process.

## Level-Two Violations

A level-two violation is one involving a more serious infraction, or a continuing violation that has been addressed previously with the member. Examples are provided on pages 12-17 of this reference guide.

- A. The violation is reported to the District Director, who confidentially investigates the matter within seven days.
  - I. If the District Director is the charged member, has a conflict of interest, or is exhibiting undue bias, the next-highest-ranking District officer shall be responsible for investigating the matter.
- B. The District Director, or highest-ranking District officer replacing the District Director, appoints a District Disciplinary Committee and informs World Headquarters. World Headquarters provides counsel and direction in matters of process.
- C. The District Disciplinary Committee follows the procedure outlined in Protocol 3.0, Section 3, and makes a final recommendation to the District Executive Committee.
- D. The District Executive Committee votes on the District Disciplinary Committee's recommendation. Private written censure of the member by the District Executive Committee is a possible penalty for a level-two violation(s).
- E. The results of the disciplinary process and any actions taken must be reported, in writing, to the charged member and the District Growth and Support team at World Headquarters within 24 hours.

## Level-Three Violations

A level-three violation is a serious breach of Toastmasters' governing documents, or a continuing violation that has been previously addressed with the member. Examples are provided on pages 12-17 of this reference guide.

- A. The violation is reported to the District Director, who confidentially investigates the matter within seven days.
  - I. If the District Director is the charged member, has a conflict of interest, or is exhibiting undue bias, the next-highest-ranking District officer shall be responsible for investigating the matter.
- B. The District Director, or highest-ranking District officer replacing the District Director, appoints a District Disciplinary Committee and informs World Headquarters. World Headquarters provides counsel and direction in matters of process.
- C. The District Disciplinary Committee follows the procedure outlined in Protocol 3.0, Section 3, and makes a final recommendation to the District Executive Committee.
- D. The District Executive Committee votes on the District Disciplinary Committee's recommendation. The following are possible penalties for a level-three violation:
  - I. Private written censure of the member by the District Executive Committee.
  - II. Suspension from participation in District activities – not to exceed 18 months.
  - III. Suspension from eligibility to be elected or appointed to District office – not to exceed 18 months.
  - IV. Suspension or removal from District office.
  - V. Request that the Board of Directors conduct a disciplinary hearing to consider removing the individual from good standing with Toastmasters International.
- E. The results of the disciplinary process and any actions taken must be reported, in writing, to the charged member and the District Growth and Support team at World Headquarters within 24 hours.

If the District Executive Committee approves disciplinary action, the charged member may appeal to the Board of Directors within 15 days.

Note: In extreme cases, Districts may conduct a rapid disciplinary procedure authorized in Article VII (h) of the District Administrative Bylaws: "Any member of the District Executive Committee may be removed from office by a two-thirds vote, excluding the member and any members who have been recused due to a conflict of interest, of the District Executive Committee." Districts are highly encouraged to contact World Headquarters for guidance prior to undertaking such action.

Note: The guidelines for District-level campaign violations are covered separately under Protocol 9.0, Section 8: Campaign Violations.

# International-Level Issues

## I. Accredited Speakers and World Champions of Public Speaking

Protocol 3.0, Section 4, defines the procedure to discipline a member who is an Accredited Speaker or World Champion of Public Speaking.

Any member may submit a written complaint containing reasonably credible information to World Headquarters. If the complaint is deemed to be reasonably credible, a disciplinary review may be conducted. Disciplinary review and action are based on the severity of the potential violation.

### Level-One Violations

A level-one violation is a minor infraction that is usually correctable (for example, inappropriate or disrespectful behavior with individual Toastmasters members or staff, or inappropriate or disrespectful behavior at Toastmasters events).

- A. The violation is reported to the International President.
- B. The International President reviews the information, conducts an investigation and consults with the Executive Committee and others, as needed, and engages in disciplinary communication (verbally and/or in writing) to the Accredited Speaker or World Champion of Public Speaking.
- C. If correctable, the individual acknowledges the infraction and corrects it.
- D. If not correctable, the individual acknowledges the infraction and commits in writing to non-recurrence.
- E. The International President informs the Board of Directors.

### Level-Two Violations

A level-two violation is a severe violation (for example, excessive, inappropriate, or disrespectful behavior at a Toastmasters event, or relating to World Headquarters; consistently missing or being unprepared for Toastmasters-related speaking engagements; promoting the violation of Toastmasters Bylaws, Policies, or Protocol; deliberately misusing the Accredited Speaker or World Champion of Public Speaking title; embarrassing the organization; or tarnishing the reputation of the program).

- A. The International President reviews the information, conducts an investigation, and consults with the Board of Directors and others, as needed.
- B. The Board of Directors determines the appropriate disciplinary measure, up to and including a hearing, to consider revocation of the Accredited Speaker or World Champion of Public Speaking.
- C. The Board may assign the matter to the Disciplinary Committee. The Disciplinary Committee and the Board of Directors must follow all required disciplinary processes.
- D. If the Board decides to proceed with the Disciplinary Committee's recommendation, appropriate procedures are followed.
- E. There is no appeal of the Board's decision.

## **II. Procedure to Discipline Region Advisors**

### **Level-One Violations**

A level-one violation is a minor infraction (for example, inappropriate or disrespectful behavior at a meeting, or relating to the World Headquarters staff or consistently missing or being unprepared).

- A. The International President investigates a level-one violation and consults with the Chief Executive Officer.
- B. The International President engages in disciplinary communication (oral and/or written) to the Region Advisor.
- C. If correctable, the Region Advisor acknowledges the infraction and corrects it.
- D. If not correctable, the Region Advisor acknowledges the infraction and commits to non-recurrence.
- E. The International President advises the Executive Committee of the situation.
- F. The Region Advisor may make a single appeal to the Executive Committee only (not to the Board) within 10 days of the disciplinary communication.

### **Level-Two Violations**

A level-two violation is a medium violation (for example, an inadvertent breach of confidentiality or committing, promoting, or ignoring a violation of Toastmasters Bylaws, Policy, or Protocol).

- A. The International President investigates a level-two violation and consults with the Chief Executive Officer.
- B. The International President and Chief Executive Officer consult with the Executive Committee.
- C. The International President determines, in consultation with the Executive Committee, appropriate disciplinary measures; the Executive Committee reports that matter to the Board.
- D. The Executive Committee may assign the matter to the Disciplinary Committee. The Disciplinary Committee and the Board of Directors must follow all required disciplinary processes.
- E. The International President engages in a disciplinary communication (oral and written) to the Region Advisor.
- F. The Region Advisor commits to non-recurrence.
- G. The Region Advisor may make a single appeal to the Executive Committee only (not to the Board) within 10 days of the written disciplinary communication.

### **Level-Three Violations**

A level-three violation is a severe violation (for example, excessive inappropriate or disrespectful behavior at a meeting, or relating to the World Headquarters staff or promoting the violation of Toastmasters Bylaws, Policy, or Protocol)

- A. The International President investigates a level-three violation and consults with the Chief Executive Officer.
- B. The International President and Chief Executive Officer consult with the Executive Committee.
- C. The International President determines, in consultation with the Executive Committee, appropriate disciplinary measures, up to and including a hearing to consider removal of the Region Advisor's good standing with Toastmasters International.
- D. The Executive Committee may assign the matter to the Disciplinary Committee. The Disciplinary Committee and the Board of Directors must follow all required disciplinary processes.

- E. If the Executive Committee recommends a hearing to consider removal of the Region Advisor's good standing, the International President presents the situation and the Executive Committee's recommendation to the Board.
- F. If the Board decides to proceed with a hearing to consider removal of the Region Advisor's good standing, appropriate procedures are followed.
- G. If the Board decides not to proceed with a hearing to consider removal of the Region Advisor's good standing, the International President engages in disciplinary communication (oral and written) to the Region Advisor, including appropriate disciplinary measures, as decided by the Board.
- H. There is no appeal against the Board's decision.

### **III. Procedure to Discipline Past Board Members and Region Advisors**

#### **Level-One Violations**

A level-one violation is a minor infraction (for example: inappropriate or disrespectful behavior at a meeting or events, or relating to the World Headquarters staff).

- A. The International President investigates a level-one violation and consults with the Chief Executive Officer.
- B. The International President engages in disciplinary communication (oral and/or written) to the member.
- C. If the infraction is correctable, the member acknowledges it and corrects it.
- D. If the infraction is not correctable, the member acknowledges it and commits to non-recurrence.
- E. The International President advises the Executive Committee of the situation.
- F. The member may make a single appeal to the Executive Committee only (not to the Board) within 10 days of the disciplinary communication.

#### **Level-Two Violations**

A level-two violation is a medium violation (for example: an inadvertent breach of confidentiality; or committing, promoting, or ignoring a violation of Toastmasters Bylaws, Policy, or Protocol).

- A. The International President investigates a level-two violation and consults with the Chief Executive Officer.
- B. The International President and Chief Executive Officer consult with the Executive Committee.
- C. The International President determines, in consultation with the Executive Committee, appropriate disciplinary measures; the Executive Committee reports that matter to the Board.
- D. The Executive Committee may assign the matter to the Disciplinary Committee. The Disciplinary Committee and the Board of Directors must follow all required disciplinary processes.
- E. The International President engages in disciplinary communication (oral and written) to the member.
- F. The member commits to non-recurrence.
- G. The member may make a single appeal to the Executive Committee only (not to the Board) within 10 days of the written disciplinary communication.

#### **Level-Three Violations**

A level-three violation is a severe violation (for example: excessive inappropriate or disrespectful behavior at a meeting or events, or relating to the World Headquarters staff; or promoting the violation of Toastmasters Bylaws, Policy, or Protocol).

- A. The International President investigates a level-three violation and consults with the Chief Executive Officer.
- B. The International President and Chief Executive Officer consult with the Executive Committee.
- C. The International President determines, in consultation with the Executive Committee, appropriate disciplinary measures, up to and including a hearing to consider removal of the member's good standing with Toastmasters International.
- D. The Executive Committee may assign the matter to the Disciplinary Committee. The Disciplinary Committee and the Board of Directors must follow all required disciplinary processes.
- E. If the Executive Committee recommends a hearing to consider removal of the member's good standing, the International President presents the situation and the Executive Committee's recommendation to the Board.
- F. If the Board decides to proceed with a hearing to consider removal of the member's good standing, appropriate procedures are followed.
- G. If the Board decides not to proceed with a hearing to consider removal of the member's good standing, the International President engages in disciplinary communication (oral and written) to the member, including appropriate disciplinary measures, as decided by the Board.
- H. There is no appeal of the Board's decision.

### **III. International Board of Directors**

Policy 11.12 defines the Board of Directors Conduct, relating to disciplinary action for a Board Member.

#### **Level-One Violations**

A level-one violation is a minor infraction that is usually correctable.

- A. The Chief Executive Officer investigates the level-one violation and consults with the International President.
- B. The International President engages in disciplinary communication (oral and/or written) to the Board Member.
- C. If correctable, the Board Member acknowledges the infraction and corrects it.
- D. If not correctable, the Board Member acknowledges the infraction and commits to non-recurrence.
- E. The International President advises the Executive Committee of the situation; the Executive Committee may then report the matter to the Board.
- F. The Board Member may make a single appeal to the Executive Committee only (not to the Board) within 10 days of the disciplinary communication.

#### **Level-Two Violations**

A level-two violation is a medium violation (for example, an inadvertent breach of confidentiality; or committing, promoting, or ignoring a violation of Toastmasters Bylaws, Policy, or Protocol).

- A. The Chief Executive Officer investigates the level-two violation and consults with the International President.
- B. The Chief Executive Officer and International President consult with the Executive Committee.
- C. The International President determines, in consultation with the Executive Committee, appropriate disciplinary measures; the Executive Committee reports that matter to the Board.
- D. The International President engages in a disciplinary communication (oral and/or written) to the Board Member.
- E. The Board Member commits to non-recurrence.

- F. The Board Member may make a single appeal to the Executive Committee only (not to the Board) within 10 days of the written disciplinary communication.

### **Level-Three Violations**

A level-three violation is a severe violation (for example, excessive, inappropriate, or disrespectful behavior, whether directed at the general membership, fellow Board Members, or World Headquarters staff; consistently missing or being unprepared for board meetings; promoting the violation of Toastmasters Bylaws, Policy, or Protocol; or deliberately violating the Board's duties of care, obedience, and fiduciary responsibility).

- A. The Chief Executive Officer investigates the level-three violation and consults with the International President.
- B. The Chief Executive Officer and International President consult with the Executive Committee.
- C. The International President determines, in consultation with the Executive Committee, appropriate disciplinary measures, up to and including a hearing, to consider removal of the Board Member's good standing.
- D. The International President presents the situation and the Executive Committee's recommendations to the Board.
- E. If the Board decides to proceed with a hearing to consider removal of the Board Member's good standing, appropriate procedures are followed.
- F. If the Board decides not to proceed with a hearing to consider removal of the Board Member's good standing, the International President engages in disciplinary communication (oral and written) to the Board Member, including appropriate disciplinary measures, as decided by the Board.
- G. There is no appeal against the Board's decision.

# Ethics and Conduct Violations

As Toastmasters, we embody the spirit of our core values which are used to guide us with our interactions with each other. These values have a direct impact on every aspect and level of the organization. Although it happens infrequently, violations should be addressed at the level where they occur.

## Examples of Violations

Example	Governing Document	Applies To	Level
Speaking or writing, including on social media, information about another that is known to be false	Policy 3.0, Section 1.G. and Section 4.A.	All Members	2 or 3
Creating false memberships in clubs or false clubs in Districts	Club Constitution, Article II, Section 2; Policy 3.0, Section 1	All Members	2 or 3
Any action—verbal, physical, or electronic—that belittles, harasses, bullies, is unwelcome or disrespectful, or makes another member or World Headquarters staff afraid for their safety	Policy 3.0, Section 3	All Members	3
Continuously or frequently holding club meetings that do not include any speeches related to the Toastmasters educational program	Policy 2.0, Section 2	Club	1, 2, or 3
Falsely updating or approving educational awards	Policy 3.0, Section 1.E.; Protocol 3.0, Section 7	Club	1, 2, or 3
Holding District business meetings, whether at District Executive Committee, District Council, or committee level, without proper notification to all interested or affected individuals	District Administrative Bylaws, Article X (a) and (b); Protocol 7.1, Sections 5-8	District	1 or 2
Any specific withholding of information that concerns a District’s business or proceedings	Policy 3.0, Section 7.B.	District	1, 2, or 3

# Financial Management Violations

The integrity of financial records is paramount. As a 501(c)(3) educational tax-exempt organization, Toastmasters International is required to adhere to the regulations of the Internal Revenue Service of the United States. As a global organization, it is also important that compliance with the laws of local jurisdictions is maintained. Financial management occurs at both the club and District levels.

## Examples of Violations

Example	Governing Document	Applies To	Level
Conducting fundraising activities which jeopardizes Toastmasters' nonprofit status	Protocol 8.2	All Members	3
Not keeping proper records of club business, including meeting minutes, records of decisions, and all club financial transactions	Club Constitution, Article VII, Sections 5 and 6	Club	1, 2, or 3
Failing to submit member payments as required by Toastmasters International	Club Constitution, Article X, Section 3 and Policy 8.0	Club	1, 2, or 3
Using club funds for non-permitted purposes, such as to pay for membership dues and fees or financially supporting a speech contestant	Club Constitution, Article XI, Section 1	Club	1, 2, or 3
Manipulating records of membership levels, member payments, or false sources of membership payments	Policy 8.0	Club	2 or 3
Not keeping proper records of District business, including meeting minutes, records of decisions, and all District financial transactions	Policy 7.2, Section 1	District	2 or 3
Mis-categorizing or misrepresenting District budget items to meet TI requirements	Protocol 8.4, Section 5.G.	District	1, 2, or 3

Example	Governing Document	Applies To	Level
Misusing District funds, including, but not limited to, paying for memberships, transactions that jeopardize the organization's non-profit status, and purchasing equipment for personal use	Policy 3.0, Section 7.B.IV; Policy 7.2, Section 2.J; Policy 8.0, Section 9; Policy 8.4, Section 2; and Protocol 8.4, Section 1	District	1, 2, or 3
Using the District debit card for personal use or without prior authorization	Protocol 8.4, Section 7	District	1, 2, or 3
Entering into contracts without the District Director's authority and signature	Protocol 7.1, Section 1.D.	District	1, 2, or 3
Operating an unreported District bank account, or equivalent (such as PayPal)	Policy 8.4, Sections 5 and 6; Protocol 8.4, Section 4.N.	District	3
Theft of District funds	Protocol 3.0, Section 1.H.	District	3

# Intellectual Property Violations

The Toastmasters International Brand Manual provides guidance for communicating and implementing the Toastmasters International brand. Use of trademarks and copyrighted materials apply to all members, whether current or former, at all levels of the organization, and are covered under Policy and Protocol 4.0: Intellectual Property.

## Examples of Violations

Example	Governing Document	Applies To	Level
Unauthorized use of Toastmasters' trademarks/copyrights for profit or otherwise	Policy 4.0, Section 3	All Current and Former Members	1, 2, or 3
Operating a Toastmasters club without authorization	Bylaws, Article III, Section 3	All Current and Former Members	3
Using members' contact information for non-Toastmasters business	Policy 4.0, Section 4	All Current and Former Members	2 or 3
Misrepresenting one's identity or position within the organization	Policy 3.0, Section 4	All Current and Former Members	2 or 3
Creating and continuing to operate a social media page or website that misrepresents an individual's or group's affiliation with any person or entity	Policy 3.0, Section 4 and Protocol 4.0, Section 2	All Current and Former Members	1, 2, or 3
Leveraging Toastmasters' intellectual property for independent gain	Bylaws, Article III, Section 6; Policy 4.0; Protocol 4.0; and Protocol 8.2	All Current and Former Members	2 or 3
Using a club- or District-created logo that replaces or supplements the Toastmasters logo and/or wordmark	Policy 4.0, Section 2	All Current and Former Members	1, 2, or 3

Example	Governing Document	Applies To	Level
Using club or District themes other than Toastmasters' official tagline, outside of special events	Policy 4.0, Section 2	All Current and Former Members	1, 2, or 3
Misusing Toastmasters' brand elements, including, but not limited to, the logo, wordmark, color palette, typography, and tagline	Policy 4.0, Section 2	All Current and Former Members	1, 2, or 3
Using Toastmasters' programs and materials, such as Youth Leadership and Speechcraft, outside the club level by the Area, Division, or District	Protocol 5.0, Section 1	All Current and Former Members	2 or 3

# Whistleblower Protection Violations

A whistleblower is any individual member of Toastmasters International who reasonably believes that Toastmasters' Policies have been violated, or that any Toastmasters activities, policies, or practices are illegal. All members should feel safe and be willing to report issues that may occur. Toastmasters International's whistleblower protection policy exists to protect those members making complaints in good faith. Retaliation against a member who has submitted a complaint in good faith is prohibited and could result in disciplinary action against the individual(s) engaging in the retaliation.

## Examples of Violations

Example	Governing Document	Applies To	Level
Removing a member from, or refusing to assign a member to, a meeting role for filing a complaint of a policy violation	Policy 3.0, Section 5	Club	2 or 3
Bringing disciplinary action against a member who has reported a policy violation	Policy 3.0, Section 5	All Members	2 or 3
Harassing a member on social media, preventing a member from participating in Toastmasters activities, or taking similar actions against a member who filed a complaint of a policy violation	Policy 3.0, Section 5	All Members	3
Removing a member from any appointed or elected role for filing a complaint of a policy violation	Policy 3.0, Section 5	Club or District	2 or 3

# Resources

Toastmasters International Governing Documents

Club Disciplinary Checklist

Member Disciplinary Outcome Notification Form

District Agenda for Disciplinary Hearing

District Disciplinary Committee Checklist

District Submission Form

District Script for Disciplinary Committee Hearing

District Script for Disciplinary Committee Recommendations

District Level Policy Violation Submission Form

Toastmasters International Brand Manual

District Leadership Handbook

Club Leadership Handbook

Club Officer Ranking

District Officer Ranking

Use of Club Funds

Fundraising

## **Emails:**

Club-level concerns – [clubquality@toastmasters.org](mailto:clubquality@toastmasters.org)

District-level concerns – [districts@toastmasters.org](mailto:districts@toastmasters.org)

Intellectual Property – [trademarks@toastmasters.org](mailto:trademarks@toastmasters.org)

Board of Directors members – [boardcontact@toastmasters.org](mailto:boardcontact@toastmasters.org)

International Officer and Director candidates – [candidates@toastmasters.org](mailto:candidates@toastmasters.org)

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