I. Definitions
Inquiries are defined as any occasion in which a member contacts the office of ethics to obtain clarity about any issue pertaining to the ACA Code of Ethics.
Complaints are defined as any occasion in which either a member or consumer contacts the office of ethics and expresses a desire to formally file a grievance against a counselor who is suspected of having violated one or more portions of the code of ethics.
Sanctions are defined as the penalties applied to any member who is found guilty of having violated one or more portions of the code of ethics. The penalties may include suspension or revocation of one's membership.

II. Inquiries
The number of informal inquiries is tallied, but the tallies are not individually processed, documented and archived in the same manner as the formal inquiries. Therefore, this data should be regarded as a close approximation of the number of informal inquiries received during a calendar year.
Approximate number of total inquiries FY '14 : (July 2013—June 2014)
6,467
Nature of the inquiries:
Boundary issues: 32%
Responsibility (including Duty-to-Warn): 31%
Technology concerns: 23%
Licensure: 11%
Other: 3%

III. Complaint Tally FY '11: (July 2013—June 2014)
of Complaints: 5
Accepted for Adjudication: 2
  (Remaining complaints either involved non-members or did not meet standards for adjudication)
Pending submission to Ethics Committee for Acceptance: 1
Currently before the Committee: 2
of cases in which Accused found guilty of ethical violations: 0

IV. Sanctions imposed
No sanctions were imposed during the time period in question.

V. Trends
With the advent of greater technological access and the subsequent integration of technological applications within the counseling profession, the Ethics Department has noted a significant increase in inquiries related to best practices regarding distance counseling, social media, etc. It is likely that the release of the 2014 ACA Code of Ethics impacted member inquiries as the newly-added Section H. addresses concepts related to the aforementioned technology-related topics. Common concerns include maintaining confidentiality, establishing appropriate boundaries, and ensuring compliance with state licensure board mandates.