

Filing a Formal Complaint against a DASC Member

This procedure outlines the formal complaint process to be followed when filing a formal complaint. The procedure describes time lines, decision-making process, record-keeping requirements, and post-complaint review.

Narrative:

The formal complaint process is designed to resolve problems, issues or complaints that cannot be resolved informally between a DASC member and a Client. If there is a specific complaint, the complainant's identity cannot be withheld from the person they are identifying as the source of a problem.

Timelines

The formal complaint procedure is set up to take no more than 30 working days. To have remedy under this formal complaint process, complaints must be filed within six months of the last incident. Complaints filed more than six months after the last incident will not be accepted.

Impartial Decision Makers

In the event that the DASC President or Secretary is identified as the source of the problem, the DASC BOD will arrange to have an impartial replacement designated for the purposes of this procedure.

Record Keeping

A Report that summarizes the complaint including the names of all parties, the review committee members (BOD), and outcome will be presented to the DASC Board of Directors at the conclusion and this report will be filed by the Member at Large and a notation will be made on the member's file for future reference.

How to File a Formal Complaint

Step 1: The complainant completes a written complaint indicating the DASC member/doula name and contact information; date(s) of conflict/disagreement/negligence; detailed description of event(s); copies of any emails, text messages, contracts/agreements. Complaint must also include complainant's full name, email address, and phone number.

Step 2: The complainant submits the written complaint to the President and Secretary of DASC. The President and Secretary will review the complaint for validity. Overview of complaint will be shared with the DASC Board of Directors. No less than 2 Board Members must volunteer to review the full complaint and request from complainant any further information that is needed or missing.

Step 3: The investigating BOD members must provide written notification with an overview of the complaint to the person or persons identified in the complaint. The person(s) named in the complaint must respond within 10 days to the complaint and provide any correspondence or proof for their defense of the claims against them.

Step 4: The investigating BOD members will carefully review both sides, present their findings to the BOD and give a recommendation on resolution. The written findings will include recommended steps to resolve the conflict. Upon approval from the BOD, the agreed upon recommendation for resolution will be presented to both sides and the doula's file will be noted with occurrence and determination.

Step 5: In the event the complaint cannot be resolved, it is recommended that a formal grievance be filed through DASC and possibly with the doula's certifying organization.

Retaliation against the complainant is expressly forbidden. Sanctions, such as revocation of membership, or grievance filed with member's certifying organization may be applied for all violations of this rule.

Follow Up: Post-Complaint Review

Six weeks after the closure of the complaint the investigating BOD members will review the results with the involved parties to check that the resolution steps have been followed and that a respectful environment has been restored.