

Grievance Policy and Procedure

BOD Approval June 2009

DEFINITION:

A Grievance is an objection lodged against a DASC Doula in which the doula is accused of behavior that violates DASC's Standards of Practice and/or Code of Ethics. It may be submitted by any person or originated by the Grievance Committee.

The goal in having a Grievance Procedure is to provide a mechanism through which the public and the community of doulas may be protected if there is misconduct on the part of a DASC Doula.

PROCEDURE:

A grievance must be signed and dated explaining the complaint, including all relevant facts and include any supporting documents. It should be sent to the DASC Secretary or the DASC President. Upon receipt of the grievance, the board will determine if the grievance warrants further review by a committee, and if privileges and benefits of DASC membership should be temporarily suspended until a resolution is determined.

Grievance committees are formed to handle complaints on an individual basis and consist of two board members and one non-board member. One of the board members should be the one who took the initial complaint. The board may decide to allow the doula under investigation to choose one of the committee members so that she feels that she is fairly represented, but it must be a DASC member of good standing who has held membership for at least one year.

The grievance will be reviewed by the committee, investigated, and sanctions will be recommended by the committee and submitted for approval of the DASC Board of Directors. Documentation will be assembled and written copies provided to all Grievance committee members and to the doula under review by the Grievance Committee Chair.

The doula under review must be given ten (10) working days from receipt of the documentation to respond with any further information relevant to the grievance. After the committee hears from the complainant and the doula under review, the committee will meet privately to discuss the circumstances, evaluate the matter and make recommendations to the DASC Board of Directors. Once a sanction has been approved by the Board of Directors, the Grievance Committee will initiate any action directed by the Board of Directors.

All involved parties will be notified in writing by the Grievance Committee Chair of the findings of the investigation and informed of any resulting action recommended by the Grievance Committee and approved by the Board of Directors. Grievance committee and Board of Directors deliberations will remain confidential and only the matters discussed in the letter to the involved parties will be disclosed. The documents gathered for the investigation and for consideration will remain on file with the Grievance Committee Chair.

Possible Sanctions

Actions that may be taken by the Grievance Committee after approval by the Board of Directors include, but are not limited to:

- No action
- A period of probation and recommendations to be determined by the committee
- Withdrawal of membership from DASC (which may be permanent).
- Other actions determined by the Committee and approved by the Board of Directors.

Once a resolution is determined, if it is determined that the doula has violated DASC's Standards of Practice and/or Code of Ethics, DASC will notify the doula's certifying organization of the grievance and its outcome.

The doula in question may also choose to resign of her own volition.

Once a determination is made, the doula will be notified by the committee chair within ten (10) working days.