



## Grievance Policy and Procedure

### DONA International Grievance Policy and Procedure

#### **DEFINITION:**

A *Grievance* is an objection lodged against a DONA Certified Doula in which the doula is accused of behavior that violates DONA'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 DONA Certified 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 DONA office, Attn: Grievance Committee, PO Box 626, Jasper, IN 47547.

The grievance will be reviewed by the committee, investigated, and sanctions recommended by the committee with approval of the DONA 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 10 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 DONA 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.



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### 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 letter of reprimand
- A period of probation and recommendations to be determined by the committee
- Withdrawal of DONA Certification status for a specified length of time (which may be permanent) and a specifically designed recertification process required to ensure that the concerns raised by the grievance have been rectified
- Withdrawal of membership from DONA
- Other actions approved by the Board of Directors

The certified doula in question may also choose to resign on their own volition.