

Grievance Policy and Procedure

Central Texas Doula Association

Grievance Policy and Procedure

DEFINITION:

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

If the objection is determined not to involve a violation of the CTDA's Standards of Practice and/or Code of Ethics by a CTDA member, then it is not a Grievance. It remains, by definition, a *Complaint*.

GOAL:

The goal in having a Grievance Procedure is to provide a mechanism through which doulas can improve and be held accountable for adhering to CTDA's Standards of Practice and Code of Ethics. The grievance or complaint may be generated by medical staff, a client or fellow doula.

PROCEDURE:

The following procedure should be followed when submitting a grievance.

- A detailed explanation of the issue should be submitted to the Ethics Committee of CTDA. This can be done via the CTDA website (www.centxdoulas.org/grievance-submission) and select GRIEVANCE button.
- The issue will be forwarded to the Ethics Committee.
- A letter will be sent from the CTDA Vice-President to the complainant confirming that CTDA has received the grievance and will be investigating it.
- CTDA Vice-President will provide written copies of the grievance to the Ethics Committee and the doula under review. The doula under review must be given 10 days from receipt of documentation to respond with any further information relevant to the grievance.
- The Ethics Committee will arrange to meet with the doula named in the grievance to allow her to present her side.
- The Ethics Committee will evaluate the grievance and make recommendations to the CTDA Board of Directors of possible sanctions.
- Once the Board of Directors has approved a resolution, the Ethics Committee will initiate any action directed by the Board of Directors.
- All involved parties will be notified in writing by the Hospital Liaison of the findings of the investigation and informed of any resulting action

- recommended by the Ethics Committee and approved by the Board of Directors.
- The grievance process should be completed in a timely manner with a goal of 30 days to complete the investigation, including evaluation and determining the appropriate sanction and notification of involved parties.
 - Ethics Committee and Board of Director 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 will remain on file with the Ethics Committee Chair.

POSSIBLE SANCTIONS:

Actions that may be taken by the Ethics 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
- Additional training (i.e. Advanced Doula Trainings)
- Mentorship/shadowing a more experienced doula
- Withdrawal of membership from CTDA
- Other actions approved by the Board of Directors

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

Ethics Committee Makeup:

The Ethics Committee will be made up of the Hospital Liaison of the facility in question, one active board member and one doula not serving on the CTDA Board of Directors. Ad hoc committee members may be brought in as deemed necessary. They can include additional CTDA members or people outside of CTDA. All doulas on the Ethics Committee must be members in good standing of CTDA.

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