



INCIDENT REVIEW AND GRIEVANCE PROCEDURE

Incident Review

An Incident is any potentially negative occurrence arising in a labor support situation and involving a PALS Doula. The PALS Doula or anyone else directly involved in or witnessing the occurrence may report it. The purpose of an Incident Review is to discover facts and to provide support, advice, and correction as appropriate.

Grievance Procedure

A Grievance is a complaint arising from a labor support situation, lodged by a client or partner, a caregiver, or a nurse, against a PALS Doula. The purpose of the Grievance Procedure is to provide a vehicle through which a complaint may be brought, a fair and complete investigation undertaken, and appropriate action taken.

- A. *Committee Composition:* The Grievance and Incident Review Committee is made up of three PALS Doulas members, including at least one officer of the Board of PALS Doulas, and up to two members at large. If the grievance stems from a client or caregiver complaint to another PALS Doula, that doula should be included on the grievance committee.
- B. *Process:* Any written documentation should be assembled. Examples might be a letter of complaint, or an evaluation form from a client. A time is set when all parties can review the situation. The doula has the option to attend the meeting. The Grievance Committee discusses the circumstances, evaluates the situation, makes recommendations, and initiates change, when appropriate. Involved parties (client, caregiver, or doula) will be notified by the Chair of the Grievance Committee of the findings of the committee and informed of any actions resulting.
- C. *Sanctions:* The doula may choose to resign or may be asked to resign if the situation cannot be satisfactorily resolved.