



2524 16th Ave South #207B Seattle, WA 98144 | 206.329.7257 | palsdoulas.org

PALS Doulas Grievance Process

General information:

All parties will be notified of findings in writing and informed of any actions resulting within six weeks days of receipt of original filing.

All information is kept completely confidential and within the committee's session(s).

1. Grievance/complaint received
2. President notifies the full Board that a grievance has been received and requests a volunteer to take responsibility for facilitating the process. President designates a Board member if no volunteers step forward. Sample letter:

Dear Board Members.

This is notification that a grievance has been received. We have six weeks to complete our process and deliver a finding. Per our by-laws, at least one Board Member will need to be present on this committee, though is not required to lead. Please indicate your receipt and if you are willing to be the board representative by the end of business 48 hours from receipt.

3. Board designee convenes an ad-hoc committee of at least 2 additional certified PALS Doulas to review the grievance.
 - a. At least one committee member **MUST** identify themselves culturally congruent with the identity of the original filer(s).
4. Committee meets for initial review of grievance to determine if it is founded/actionable.
 - a. If founded/actionable (violates PALS Doulas Standards of Practice (SOP) or Code of Ethics (COE) proceed to 7.
 - b. If unfounded/inactionable proceed to the final step.
 - i. A grievance may be considered unfounded or inactionable for reasons including but not limited to: anonymous filing/filer requesting to remain anonymous, 3rd party filing (filing on behalf of another person), incident unrelated to PALS Doulas Scope of Practice or Code of Ethics, or similar.



5. President sends notice of receipt to the filer(s) within 48 hrs of grievance received.

Sample letter:

Dear Doula(s),

This letter is to notify you that PALS Doulas is in receipt of a grievance you filed against a PALS Doula for a breach/violation of the PALS Doulas Code of Ethics and/or PALS Doulas Standards of Practice.

The PALS Doulas grievance policy and process are attached for your review. An ad-hoc Grievance Committee is being formed. A representative from the committee will contact you within the next seven (7) days to collect additional information.

We will not take any action until we have completed our investigation. We ask that you do not take any action, or attempt to contact the individual(s) named during this process. You will be asked to share information at a formal meeting.

The individual(s) named in your grievance have been notified of the filing against them. They have been instructed not to make any contact or retaliatory action. Please notify PALS Doulas immediately if you are contacted by the individual(s). The contents of the grievance will be shared prior to meeting with the individual. If you have any other supporting documentation that will aid the committee in its discussion, please email that to the board representative at <<insert board rep email>>

If you have any questions in relation to the above information, please do not hesitate to contact the grievance committee board representative: <<insert. name>>

6. President sends a notice of receipt to the individual(s) named in the grievance within 48hrs of receipt. Sample letter:

Dear PALS Doula(s)

This letter is to notify you that you have been named in a grievance regarding breach of the PALS Doulas Code of Ethics/PALS Doulas Standards of Practice . The grievance policy and process are attached for your review.

An ad-hoc Grievance Committee is being formed now. A representative from the committee will contact you within the next seven (7) days to collect additional information. The contents of the



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grievance will be shared prior to meeting with the Grievance Committee. If you have any other supporting documentation that will aid the committee in its discussion, please email that to the board representative at <<insert board rep email>>

We will not take any action until we have completed our investigation. We ask that you do not take any action, or attempt to contact the individual(s) named during this process. Doing so will be considered harassment and may result in immediate revocation of your PALS Doula certification.

If you have any questions in relation to the above information, please do not hesitate to contact the grievance committee board representative: <<insert.name>>

7. If grievance is deemed founded/actionable the Grievance Committee:
 - a. Schedule interview the individual(s) filing the complaint
 - b. Schedule interview the doula named in filing
 - c. Discuss all findings and determine if individual named in the grievance is responsible or not responsible for the violation of SOP/COE
 - i. If found NOT responsible, the Board representative presents the findings to the President or Executive Committee, and sends a letter with findings to all parties involved, unless directed otherwise by the President or Executive Committee.
 - ii. If found RESPONSIBLE, Committee compiles recommendations for sanctions and restitution as appropriate. Recommendations may include (but are not limited to); learning activities, educational assignments, probation of certification status, revocation of mentorship or certification status, mediation, restrictions on serving on the board or in other leadership roles, or other reparations as recommended by the grievance committee.
 - a. Board representative presents findings/recommendations for sanctions and restitution to the President or Executive Committee
 - b. Board representative sends a letter with findings to all parties involved.
8. Certification Director is notified of sanctions if applicable
 - a. Certification Director coordinates internal follow up (e.g. changes to individuals status on website, affiliate websites, referral platforms)
 - b. Certification Director tracks deadlines as they impact reinstatement of certification where applicable



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- c. Whenever possible, the Board representative for the grievance completes a written and procedural follow up with the individual found responsible over the duration of the sanction/restitution period.

- d. If the Board member is unable to follow through on the grievance, a new designee on the Board should be selected to complete the process.