



## DoulaVersity Grievance Policy

### **Purpose of the Grievance Policy:**

DoulaVersity maintains a grievance policy and procedures to uphold the highest standards of conduct, ethics, and scope of practice for all doulas. This policy safeguards families and future clients by addressing misconduct and ensuring accountability.

### **Requirements for Submitting a Grievance:**

A grievance against a DoulaVersity Certified doula must be filed within 12 months of the alleged incident. The complainant is required to provide a detailed written account of the events, including the doula's first and last name, the date, and the location of the incident. Additionally, the complainant must include their full name, phone number, and address. The complainant agrees to supply any further information needed by DoulaVersity to facilitate the investigation. If additional evidence is not provided within 30 days, the investigation will not proceed.

### **Investigation Process:**

Upon receiving a grievance, DoulaVersity will contact the accused doula and provide 60 days for her to submit a written response detailing her account of the events. Failure to respond may lead to certification revocation. Throughout the investigation, the doula and the complainant are prohibited from contacting each other, unless required by law. DoulaVersity commits to an impartial and fair review during the investigation.

### **Final Decision and Consequences:**

After reviewing the evidence, the committee will determine the appropriate action, aiming for a resolution that addresses the concerns of all parties involved. Possible actions include:

- Dismissal of the allegations.
- Issuance of a written warning to the doula.
- Suspension of the doula's certification for a specified period, during which additional training may be required at the doula's expense.
- Permanent revocation of certification.

The doula agrees to accept the final decision made by the DoulaVersity committee.

### **Agreement:**

By signing this document, I acknowledge and agree to comply with DoulaVersity's Grievance Policy.

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**Version:** 2.0

**Date Released:** 04/29/24

**Summary of Changes:** Edited for clarity.  
No substantive policy changes.

**Supersedes:** Version 1.0, dated 2017

All grievances submitted are treated with the utmost respect and discretion. We are committed to maintaining the confidentiality of all parties involved, and information shared in the grievance process will be disclosed only as necessary to facilitate the resolution of the grievance in accordance with our privacy policy and applicable laws.