



THE DOULA
ASSOCIATION

Grievance Procedure

The Doula Association Grievance Procedure

Organisation	The Doula Association
Organisation Area	Business Operations
Reference	2022BOGrievanceProcedureV2FINAL
Owner	Operations Manager
Approved by	CEO
Date of approval	21.02.2022
Date for next review	21.02.2023

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1.0 Objective of this document

This document outlines the process for raising a grievance against a person, policy, or procedure where it is believed, and there is evidence to substantiate, that there has been a breach of The Doula Association Code of Conduct.

Please note that doulas are fully supported by The Doula Association and every effort will be made to ensure this process is always carried out in a professional manner.

The intent of the procedure is to ensure that due consideration has been made prior to a grievance being raised.

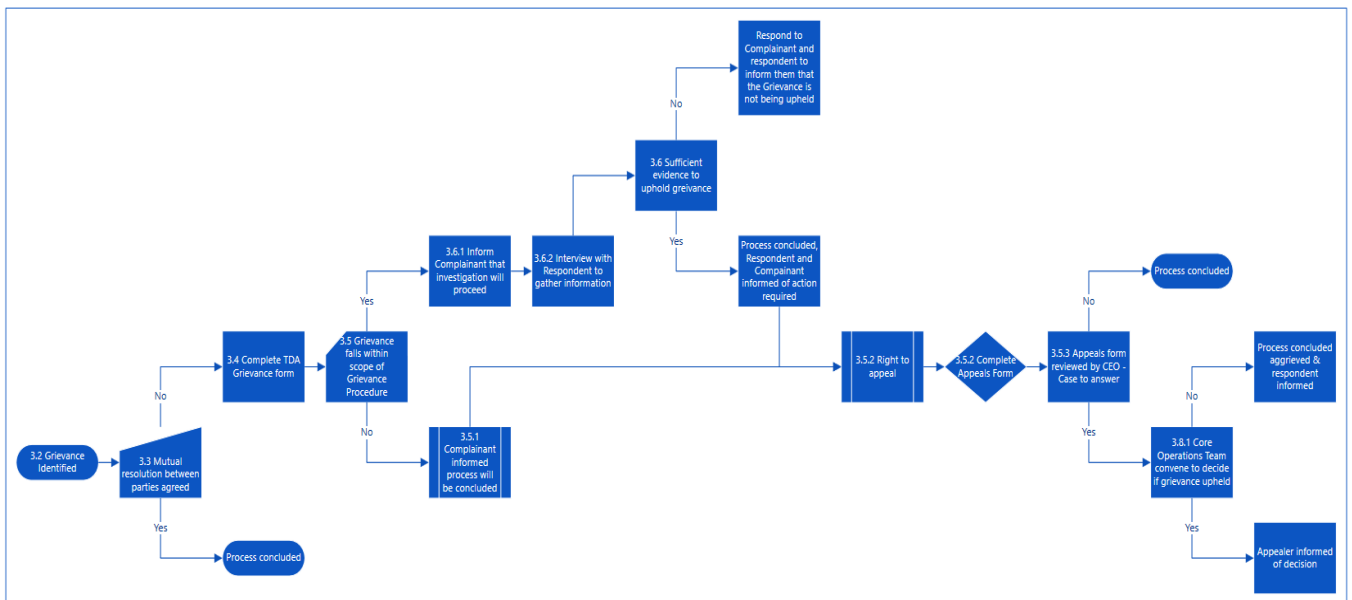
2.0 Key Contacts

operations@thedoulaassociation.org

ceo@thedoulaassociation.org

3.0 The Procedure

3.1 Process Diagram



Follow link to [larger view](#)

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3.2 Grievance identified

A grievance can be identified by anyone, member, or non-member.

3.3 Grievance discussed

A grievance will only be considered once a mutual resolution has been discussed and a rigorous attempt has been made to resolve the issue between the two parties.

3.4 Raise a grievance

A grievance can only be raised within 12 weeks of the alleged action taking place. Grievances received outside of the 12-week limit will be considered at the CEO's discretion. The only way to raise a grievance is via [The Doula Association Grievance form](#).

3.4.1 Completing the Grievance form

Answers must be fully comprehensive and leave no room for misinterpretation, giving as much detail as possible. When completing the form focus on the facts.

Evidence will be required and should be sent under separate email to operations@thedoulaassociation.org

3.4.2 GDPR Consent

The person reviewing the grievance form must seek confirmation from any external party to the grievance, that they consent to TDA collecting their data for the purposes of reviewing the grievance. The data must be collected for this purpose alone and must be stored in accordance with GDPR and the Data Protection Act.

3.5 Review of Grievance Form

The form will be reviewed by the Business Operations Manager and another member of TDA Organisational Team. If the Business Operations Manager is either unavailable or would be subject to a conflict of interest another member of the Organisational team will review. If further clarification is required, an interview will take place with the complainant. A note taker will be required.

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3.5.1 Insufficient evidence

If it is felt that there is insufficient evidence the process will be concluded and the person raising the grievance will be informed. If evidence was omitted, then the process will need to be restarted.

3.5.2 Right to Appeal

Should the aggrieved believe an unfair decision was made in 3.5 they have the right to appeal to the CEO by completing the Grievance Outcome Appeals Form.

3.5.3 Review of Appeal

The Appeal will be reviewed by the CEO. Should it be deemed that the decision made in 3.5 was unethical, or incorrect, then the CEO will arrange a meeting with a core team (min 3 people) of business operations members and the business operations manager to discuss the evidence and decision made. If the decision made is deemed correct the conclusion will be upheld. If, however, the CEO and core operational team concludes the decision was incorrect it will be reversed, and all parties will be informed.

If, however, the CEO concludes that there was not sufficient evidence then the process will be concluded, and the aggrieved will be informed via email.

This is a full and final decision within the bounds of The Doula Association.

3.6 Potential case to answer

Should there be deemed to be sufficient evidence that The Doula Association Code of Conduct has been breached then an investigation will take place. This will be coordinated by the Business Operations Manager or other appropriate appointed delegate.

3.6.1 Respondent's right to be heard

In the first instance an email will be sent to the respondent explaining that a grievance has been made against them, explaining the details of the claim and that they have the right to respond. An interview will be

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arranged, giving the respondent at least 5 days to gather any relevant information.

3.6.2 Grievance hearing

Person's present -

- Business Operations Manager (or appropriate delegate)
- Another member of the Organisational Team
- Respondent
- Support person nominated by the respondent (optional)
- Note taker – usually TDA Admin

During the hearing, the respondent will be given the opportunity to explain any mitigating circumstances that led to the grievance and present any relevant counter evidence.

The note taker will take comprehensive notes which will be kept on file for a period not exceeding 5 years.

No decisions will be made during the meeting.

3.7 Grievance response

The aggrieved and the respondent will be informed via email of the outcome of the grievance interview

3.7.1 Subsequent action

Should it be proven that there has been a breach to The Doula Association Code of Conduct then action deemed appropriate will be enforced.

3.7.2 No case to answer

Should it be deemed that there were mitigating circumstances, or the evidence was disproved, the process will be concluded and both parties will be informed via email

3.8 Right to Appeal

Both parties have the right to appeal the decision made in 3.7.1 and 3.7.2 above and should do so by completing the Grievance Outcome Appeals Form.

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3.8.1 Review of Appeal

The Appeal will be reviewed by the CEO. Should it be deemed that the decision made in 3.7 was unethical or incorrect then the CEO will arrange a meeting with core team (min 3 people) of business operations members and the business operations manager to discuss the evidence and decision made. If the decision made is deemed correct the conclusion will be upheld. If, however, the CEO and core operational team concludes the decision was incorrect it will be reversed.

This is a full and final decision within the bounds of The Doula Association and no further appeals will be considered.

Both parties will be informed of this decision in writing by the CEO.

3.8.2 Recurrent Grievances

If the Aggrieved has exhausted the process in respect of an issue, it is not open to the Aggrieved to restart the process in respect of the same issue.

3.9 Special circumstances

In the unlikely event that a grievance is raised against the CEO then a 'special meeting' will be convened by the Business Operations Manager. Three other members of the Operations Team will hear the evidence and decide appropriate action. The CEO will be informed via email and access to any relevant documentation will be suspended until the process is concluded.

4 Confidentiality

Those involved in the grievance process will uphold full confidentiality and will not disclose details of the grievance outside of persons who have legitimate interest to be informed.

5 Support

Being part of a grievance process can be incredibly stressful for everyone involved. It is not the intention of The Doula Association Operational Team to cause stress. The intention by having a clear process to handle any grievances is to ensure investigations are handled professionally, and with much care and consideration for both parties.

If you feel you need additional support during this process, please contact the Grievance Support Volunteer via email who will endeavour to give you the support you need or signpost you to someone who can assist you.

-End of Procedure -

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