



WOMBS

WOMEN OFFERING MOTHERS BIRTH SUPPORT

Four Step Grievance procedure for WOMBS doulas

1. Purpose of the procedure/Introduction

The aim of WOMBS is to ensure that caregivers in the medical arena and parent-clients of WOMBS doulas, with a grievance relating to WOMBS doulas can use a procedure which can help to resolve grievances as quickly and as fairly as possible. This is also beneficial to all WOMBS doulas who are also given a voice when an incident arises. All grievances received are measured against the WOMBS Scope of Practice and Code of Ethics, which all WOMBS doulas are strictly required to abide by.

2. WOMBS committee member notified of grievance

If a WOMBS committee member is informed via email, telephone or in person about a grievance involving a WOMBS doula, the Committee member will write down the complaint as follows (if not received in writing from the complainant);

- A. Name of complainant + Name of the WOMBS doula
- B. Date of incident
- C. Time of incident
- D. Place of incident
- E. An account of the incident and/or complaint

3. WOMBS Doula notified of the grievance made against them

This is the procedure to ensure the open communication between the WOMBS committee and the WOMBS doula:

- A. The WOMBS doula concerned will be notified informally that a complaint against them has been made via telephone or email.
- B. The WOMBS committee member who is informing the WOMBS doula of the grievance will ensure that it has been communicated to her directly - and a dated receipt of this communication will be made.
- C. The WOMBS doula will then be given the opportunity to write a formal letter stating their side of the incident, which must be completed within SEVEN CALENDAR DAYS and emailed directly to info@wombs.org.za. This will be recorded as her official response.
- D. Should the WOMBS doula not write a response to the complaint within SEVEN CALENDAR DAYS, her membership to WOMBS will be terminated with immediate effect.
- E. The letter sent by the WOMBS doula to the committee will then be stored and noted as a first grievance. It will then be at the discretion of the WOMBS committee whether or not to share the response received with the complainant to ascertain if a solution to the grievance can be found.

4. Storage of grievances and future grievances

Up to and including three grievances are permitted in total, which will then be followed by a hearing where the WOMBS doula's membership to WOMBS will be put under consideration. The four individuals required to be present at the meeting are;

- A. The WOMBS doula under investigation.
- B. A representative chosen by the WOMBS doula under investigation from the panel of the WOMBS Committee. (No external representative may be present.)
- C. Two other Committee members who are able to be present at the meeting.
- D. On occasion, an expert may be called in to attend the meeting by the WOMBS committee.

WOMBS Doulas must take all reasonable steps to attend the meeting, but if for any unforeseen reason anyone is unable to attend, the meeting must be rearranged. By way of a vote, the WOMBS doula will either be allowed to remain as a WOMBS doula or be required to terminate their membership with immediate effect. Their decision is final.

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