

Birthing from Within Grievance Process

This is the process and form by which a person can submit a complaint or grievance regarding the conduct of a Birthing from Within (BfW) member, current student, BfW certified birth professional, or facilitator.

All doula and childbirth educators certified through BfW agree to uphold our [Codes of Conduct](#). All BfW members and current students agree to uphold our [values](#).

Grievances can be brought to BfW by a client, caregiver, community member, birthworker, provider or nurse who has knowledge of or has had an experience with someone associated with BfW that they feel does not represent or uphold BfW's values and code of conduct. This process is intended to make a clear path for communication, consideration, and accountability when community members have concerns or complaints about such behavior.

Submitting a grievance

1. Fill out the submission form [here](#). To allow BfW to respond meaningfully, you must name the individual you are submitting a grievance towards, and your complaint should be sent to us no later than 12 months after the experience involved in the complaint.
2. You will have the option to keep your identity confidential from the person you are submitting a grievance toward, or to submit a fully anonymous complaint.
3. BfW leadership will review your complaint and choose a response.
4. All involved parties will be notified in writing of BfW's chosen next steps.
5. The birth worker named in the complaint will be given an opportunity to respond to BfW regarding the grievance.
6. BfW leadership will decide on next action to resolve the grievance.
7. All documents will remain on file with BfW for future reference if needed.

How will grievances be addressed?

- Every effort will be made to resolve the conflict quickly and fairly.
- BfW leaders will consider many contributing factors including:
 - Previous grievances involving the same person or people.
 - Seriousness and impact of the harm in question.
 - Cooperation and conduct during the grievance process.
- If BfW determines that the birthworker has acted in conflict with our values and code of conduct, we may take actions to restore trust and relationship with them. In more serious circumstances BfW may revoke a birthworker's certification for a period of time or permanently.
- If BfW takes action against a birth worker as the result of a grievance process, they may submit an appeal in writing to BfW leadership within 72 hours of receiving notice of the decision. The team will review the appeal and respond within 5 business days with a final decision.