

Feldenkrais Guild® of North America

E2.3.3.3 GRIEVANCE PROTOCOL

The Feldenkrais Guild of North America (**FGNA**) is strongly committed to preserving its ethical standards and the professional practices and behaviors of its Certified Practitioners, Teachers, Trainers, Assistant Trainers, Training Staff, and Members. The FGNA Board of Directors (**Board**) has the fiduciary responsibility of upholding these statutes.

These statutes are specifically defined in but not limited to two (2) FGNA Policies (**Policies**):

- E2.3.2.1 - **The Feldenkrais Method of Somatic Education Standards of Practice**
- E2.3.3.2 - **Code of Professional Conduct**

A. GENERAL STATEMENTS:

1. This Protocol sets forth the grievance process which will be adhered to when an unacceptable ethical impropriety of the Policies may have occurred.
2. FGNA has no tolerance for practices and behaviors which are deemed unacceptable.
3. When practical, individuals are encouraged to first speak directly to those with whom they have ethical concerns to facilitate a resolution without recourse.
4. In this Protocol the term 'days' are defined as 'calendar days'.
5. The Ethics Committee is specifically authorized to share information regarding a complaint with individuals who are involved in the active review or resolution of the complaint. FGNA may also share information about the complaint as necessary or helpful to fulfill its commitments to preserving its ethical standards, and professional practices and behaviors. The Ethics Committee may consider requests for confidentiality, while balancing the request with FGNA's need to fulfill its commitments.
6. Complaints regarding behavior of certified Trainers, Assistant Trainers and staff of FGNA accredited training programs may also be referred to the North American Training Accreditation Board (NATAB) for review and action.

B. COMPLAINT INITIATION:

1. A complaint can be filed by any person (hereafter identified as the **Complainant**) against any FGNA Certified Practitioner, Teacher, Trainer, Assistant Trainer, Training Staff, or Member (hereafter identified as the **Respondent**).
2. A complaint must be made in writing.
3. A complaint must be factual and refer to a specific practice or behavior as outlined in the Policies, must not be comprised of gossip, and must contain contact information for the Complainant and Respondent.
4. Complaints and all follow-up correspondence should be sent to the following address via U.S. Mail, Certified with a return receipt requested, or by another method that includes proof of delivery:

Ethics Committee
Feldenkrais Guild of North America
401 Edgewater Place, Suite 600
Wakefield, MA 01880

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C. COMPLAINT ACKNOWLEDGEMENT:

1. A receipt will be generated and sent to the Complainant, and a copy of this Protocol will be included.
2. The complaint will be forwarded to the Ethics Committee Chair.
3. The Complainant will be asked for permission to share the complaint with the Respondent.
4. If the Complainant does not grant permission to share a copy of the complaint with the Respondent, FGNA may be limited in its ability to take action and may not be able to follow this Protocol. The Ethics Committee Chair may take action as directed by the Board.

D. ETHICS COMMITTEE DUE DILIGENCE:

1. **Following receipt of a complaint:**
 - 1.1. The Ethics Committee Chair will send a copy of the complaint to the Respondent, if the Complainant has given such permission. The Respondent will be given fifteen (15) days from the date of the notification to submit a response in writing to the Ethics Committee Chair.
 - 1.2. The Ethics Committee Chair will forward the complaint and response to the Ethics Committee. The Ethics Committee will convene to discuss the complaint and the response.
 - 1.3. If circumstances or additional information are identified which warrants an immediate temporary suspension of the Respondent, the Ethics Committee Chair will recommend this action to the Board.
 - 1.4. If the Ethics Committee has reason to believe a complaint requires legal advice prior to proceeding, the Ethics Committee Chair will make the request to the Board Chair.
 - 1.5. If a Respondent's FGNA membership or certification renewal date is within thirty (30) days of a written complaint, the Ethics Committee can recommend an immediate temporary suspension of the renewal to the Board.
 - 1.6. A complaint may be completely withdrawn for any reason when requested in writing by the Complainant.
 - 1.7. If the Ethics Committee determines there has been no material violation to the Policies, the Complainant and Respondent will be informed.
 - 1.8. If the Ethics Committee determines the complaint, if true, would constitute a violation to the Policies:
 - 1.8.1. The Ethics Committee Chair will notify the Respondent of the Policy section which may have been violated and the opportunity to request a Hearing.
 - 1.8.2. The Ethics Chair must receive a written request for a Hearing within fifteen (15) days from the date of the notification. If the Respondent requests a Hearing, a date will be established by the Ethics Committee Chair. The Respondent will be notified of the date of the Hearing by the Ethics Committee Chair.

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2. **If a Hearing is requested:**

- 2.1. The Ethics Committee will conduct the proceedings.
- 2.2. The Hearing will be conducted via telephone.
- 2.3. The Respondent may choose to participate, be afforded up to 30 minutes to address the complaint, and may be represented by legal counsel.
- 2.4. Complaints involving the same or similar conduct may be combined into one (1) Hearing.

3. **Ethics Committee determination:**

- 3.1. Following the Hearing, the Ethics Committee will determine the appropriate Disciplinary Action which may include any of the following conclusions:
 - 3.1.1. **REPRIMAND:** The Respondent will immediately be placed on probation for a defined period of time, of not more than one (1) year. This action will allow the Respondent to initiate a course correction. During this time period, the Respondent may continue to possess the full benefits of being FGNA certified. The Ethics Committee will convene at the end of the probation to determine if probation should be ended.
 - 3.1.2. **SUSPENSION:** Respondent will immediately be suspended for a defined period of time, of not less than one (1) year, and must comply with specific corrective actions before the suspended rights are restored. The Ethics Committee will convene at the end of the suspension to determine if suspension should be ended. During the suspension period, the Respondent may not:
 - 3.1.2.1. use FGNA service marks or certification marks,
 - 3.1.2.2. advertise using their FGNA membership I.D. number, certification or logo,
 - 3.1.2.3. use their FGNA membership I.D. number or certification in any other way to promote themselves,
 - 3.1.2.4. in any way identify themselves as being an FGNA member or FGNA certified.
 - 3.1.3. **EXPULSION and REVOCATION:** The Respondent's membership I.D. number along with any and all certifications will be completely revoked.
- 3.2. If the proposed action is expulsion or removal of certification, it must be confirmed by the Board before the Respondent is notified.
- 3.3. The Ethics Committee Chair will notify the Board of Directors President of the Ethics Committee's finding.
- 3.4. The Ethics Committee Chair will notify the Respondent of the Ethics Committee's finding, in writing via U.S. Mail, Certified with a return receipt requested, or by another method that includes proof of delivery .
- 3.5. The Respondent will be afforded fifteen (15) days from the date of the notification letter to appeal the Ethics Committee's finding. The Respondent's

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appeal must be made in writing and addressed to the Board of Directors President, sent via U.S. Mail, Certified with a return receipt requested or by another method that includes proof of delivery.

4. **Appeal to the Board of Directors:**

4.1. If a timely appeal is received by the Board of Directors President, the Board of Directors will determine, based on written material provided by the Complaint and Respondent to the Ethics Committee, whether to affirm or amend the decision of the Ethics Committee. The Board may also consider input from the Chair of the Ethics Committee. The Respondent will be notified by the Board of Directors President of the decision of the Board.

5. **Public notification:**

5.1. The Disciplinary Actions of suspension and expulsion will be published on the FGNA websites citing the Member's first and last name, FGNA I.D. Number, City and State of Member, and date of the action.

Last revised: August 27, 2018 by FGNA Board of Directors

Adopted 1997 by FGNA Board of Directors