

Feldenkrais Guild® of North America
E2.2.1.16 Process for Reviewing Complaints to NATAB

1. Complaints related to training accreditation shall be directed to natab@feldenkraisguild.com
2. The NATAB representative shall respond, requesting permission to share the complaint with those within FGNA who will process the complaint, with Ethics Committee (if applicable), and with the respondent.
3. The NATAB representative shall forward complaints with ethics allegations to the Ethics Committee, if permission has been granted by complainant.
4. NATAB members and staff shall review complaints regarding behavior of educational staff, learning environment and educational process.
5. NATAB shall forward the complaint to the respondent if permission has been granted, and shall offer the respondent an opportunity to respond to the complaint.
6. NATAB members and staff shall prepare a report with following information:
 - a. Date reported
 - b. Complainant name
 - c. Complaint type
 - i. Ethics (referred to Ethics Committee)
 - ii. Training accreditation policy
 - iii. Trainer competency (no longer functioning at Trainer level)
 - iv. Other
 - d. Date of incidence
 - e. Requesting Confidentiality?
 - f. Overview (factual information only)
 - g. Complainant requested action
 - h. Respondent response, if applicable
7. NATAB members and staff shall discuss the report and prepare recommendation for NATAB and/or Board of Directors (Board) action (for any decisions that NATAB thinks ought to be made but does not have the specific authority):
 - a. Recommended action for issues related to performance of educational staff.
 - b. Recommended action for issues related to the continuity of the training process and location, so that trainees may complete training on schedule, without change in city.
8. Report and recommendation shall be shared with FGNA attorney.
9. Attorney will review recommendation and provide feedback to NATAB, Board and Ethics Committee, if applicable.
10. NATAB shall revise recommendation per attorney advice, if applicable.
11. NATAB shall provide recommendation to the respondent. If the respondent accepts the recommendation, the matter shall be closed.
12. If the respondent does not accept the recommendation, NATAB shall forward the recommendation to the Board.
13. The Board shall review the recommendation.
14. The Board shall provide the respondent an opportunity to participate in a hearing.
15. The Board shall hold a hearing, if requested by the respondent.

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16. The Board shall decide what action to take on the NATAB recommendation.
17. The Board of Directors reserves the right to adjust the process as necessary to protect the interests of some or all of the parties involved.
18. The Board of Directors reserves the right to impose an immediate temporary suspension of accreditation or trainer/asst certification, or Educational Director status, if harm to trainees, public, or the good name or good will of FGNA is endangered.

Date adopted: December 26, 2017 by FGNA Board of Directors