

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, Authorized Trainees, Teachers, Trainers, Trainer Candidates, Assistant Trainers, staff of training programs accredited by FGNA, 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 (“**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, Trainer Candidates, 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.
7. For complaints regarding behavior of trainees in training programs accredited by FGNA, the Ethics Committee may consult with the Training Organization and staff of the training program.

B. COMPLAINT INITIATION AND WITHDRAWAL:

1. A complaint may be filed by any person (hereafter identified as the **Complainant**) against any FGNA Certified Practitioner, Teacher, Trainer, Trainer Candidate, Assistant Trainer, Training Staff or Trainee, 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 must be sent to the following address by a 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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5. A complaint may be completely withdrawn for any reason when requested in writing by the Complainant.

C. COMPLAINT ACKNOWLEDGEMENT:

1. A receipt shall be generated and sent to the Complainant, and a copy of this Protocol will be included.
2. The complaint will be forwarded to the Committee Chair (“Chair”).
3. The Complainant will be asked for permission to share the complaint with the Respondent.
4. If the Complainant does not grant written permission to share a copy of the complaint with the Respondent, FGNA may be limited in its ability to take action.

D. ETHICS COMMITTEE DUE DILIGENCE:

1. **Following receipt of a complaint:**
 - 1.1. The Chair shall forward the complaint to the Committee. The Committee shall review the complaint to determine whether the behavior described in the complaint, if true, would constitute a material violation to the Policies.
 - 1.2. If the Committee determines that alleged behavior, if true, would not constitute a violation of the Policies, the complaint shall be dismissed, and the Complainant shall be informed.
 - 1.3. If the Committee determines that alleged behavior, if true, would constitute a violation of the Policies:
 - a. The 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 Chair.
 - b. The Chair will forward the response to the Committee. The Committee will convene to discuss the complaint and the response.
 - c. If circumstances or additional information are identified which warrants an immediate temporary suspension of the Respondent’s certification, membership, teaching privileges, or eligibility to participate in or attend a training program accredited by FGNA, the Chair will recommend this action to the Board, or NATAB, if applicable. If the Respondent is enrolled in a training program accredited by FGNA, before making a recommendation, the Chair will consult with the Training Organization and Educational Director.
 - d. If the Committee has reason to believe a complaint requires legal advice prior to proceeding, the Chair will make the request to the Board Chair.
 - e. If the Committee determines there has been no material violation to the Policies, the complaint shall be dismissed, and the Complainant and Respondent shall be informed.
 - f. If the Committee has not received sufficient information to determine whether the complaint is true, the case may be closed and the Complainant and Respondent will be informed. The complaint may be reopened if further information is provided.

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- g. The Chair will notify the Respondent of the Policy section which may have been violated and the opportunity to request a Hearing.
 - h. The 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 Chair. The Respondent will be notified of the date of the Hearing by the Chair.
2. **If a Hearing is requested:**
1. The Committee will conduct the proceedings.
 2. The Hearing will be conducted via telephone or internet.
 3. The Respondent shall be afforded up to 30 minutes to address the complaint, and may be represented by legal counsel.
 4. Complaints initiated by one or more Complainants that involve the same or similar conduct may be addressed at one (1) Hearing.
3. **Ethics Committee determination:**
- 3.1. For a Respondent who is certified or authorized by, or is a member of FGNA, or is enrolled in a training program accredited by FGNA: following the Hearing, the Committee will determine the appropriate Disciplinary Action which may include any of the following consequences:
 - a. **REPRIMAND:** The respondent will be issued a statement of recognition of behavior contrary to the Code of Professional Conduct or Standards of Practice that the Respondent shall correct immediately. Ongoing conditions shall not be added to a reprimand.
 - b. **PROBATION:** The Respondent will immediately be placed on probation for a defined period of time. This action will allow the Respondent to initiate a course correction as specified by the Committee. During this time period, the Committee may decide whether the Respondent will continue to possess the full benefits of being certified or authorized by, or a member of, FGNA. The Committee may convene at any time during the probation term, and will convene at the end of the probation period to determine if probation should be modified, extended or ended.
 - i. If the Respondent is enrolled in a training program accredited by FGNA, the Respondent may continue to participate in the training program, under close supervision of the training program staff, who will report to the Ethics Committee. The trainee must comply with specific corrective actions. The Committee will consult with the Training Organization and Educational Director before determining the corrective action. The Training Organization will be responsible to ensure that the trainee complies with the specified corrective action.
 - c. **SUSPENSION:** Respondent's certification, authorization and/or membership will immediately be suspended for a defined period of time, and the Respondent must comply with specific corrective actions before the suspended rights are restored. The Committee will convene at the

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end of the suspension to determine if suspension should be extended or ended.

- i. During the suspension period, the Respondent may not:
 1. use FGNA service marks or certification marks;
 2. advertise using their FGNA membership I.D. number, certification or logo;
 3. use their FGNA membership I.D. number or certification in any other way to promote themselves;
 4. in any way identify themselves as being an FGNA member or FGNA certified; or
 5. work in or attend any training program accredited by FGNA.
 - ii. If the Respondent is enrolled in a training program accredited by FGNA, in order to maintain accreditation status the Training Organization must immediately suspend the Respondent from participating in and/or attending the training program. The trainee will not be eligible to participate in or attend any other FGNA accredited training program during this time, and FGNA will inform Training Organizations for all FGNA accredited training programs.
 - d. **EXPULSION, REVOCATION and PERMANENT SUSPENSION:** The Respondent's membership and all certifications and authorizations will be completely revoked. If the Respondent is enrolled in a training program accredited by FGNA, the Trainee shall not be allowed to participate in or attend any training program accredited by FGNA. If the proposed action is expulsion or removal of certification, it must be confirmed by the Board before the Respondent is notified.
- 3.2 For a Respondent who is a Trainer, Assistant Trainer, Trainer Candidate or staff of a Feldenkrais training program accredited by FGNA and who is not a member of or certified by FGNA: Following the Hearing, the Committee will determine the appropriate Disciplinary Action which may include any of the following consequences:
- a. **REPRIMAND:** The respondent will be issued a statement of recognition of behavior contrary to the Code of Professional Conduct or Standards of Practice that the Respondent shall correct immediately. Ongoing Conditions shall not be added to a reprimand.
 - b. **PROBATION:** The Respondent will immediately be placed on probation for a defined period of time. This action will allow the Respondent to initiate a course correction as specified by the Committee. During this time, the Respondent may continue to work in training programs accredited by FGNA. The Committee may convene at any time during the probation term, and will convene at the end of the probation to determine if probation should be modified, extended or ended.
 - a. **SUSPENSION:** In order to maintain accreditation status, the training

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Organization must immediately suspend the respondent from working in any training program accredited by FGNA for a defined period of time, during which the Respondent must comply with specific corrective actions before the suspended rights are restored. The Committee will convene at the end of the suspension to determine if the suspension should be extended or ended.

- b. **INDEFINITE SUSPENSION:** The Respondent shall not be on the staff of any training program accredited by FGNA
 - c. **REVOCACTION:** The Respondent's eligibility to work in any training program accredited by FGNA will be revoked.
- 3.4 The Chair will notify the Board President of the Committee's finding.
 - 3.5 The Chair will notify the Respondent of the Committee's finding in writing by a method that includes proof of delivery.
 - 3.6 The Respondent will be afforded fifteen (15) days from the date of the notification letter to appeal the Committee's finding. The Respondent's appeal must be made in writing, addressed to the Board President, and sent by a method that includes proof of delivery. If the Respondent is enrolled in, or on the staff of a training program accredited by FGNA, the Training Organization may, with the permission of the Respondent, provide information in support of the Respondent's appeal within the same time restrictions.
4. **Appeal to the Board of Directors:**
If a timely appeal is received by the Board President, the Board will determine whether to affirm or amend the decision of the Committee, based on written material provided to the Ethics Committee by the Complainant, Respondent and Training Organization, if applicable. The Board may also consider input from the Chair of the Ethics Committee. The Respondent and Training Organization, if applicable, will be notified by the Board President of the decision of the Board.
5. **Notification:**
- 5.1. For a Respondent who is certified by, or a member of FGNA, the Disciplinary Actions of suspension and revocation of membership and/or certification 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.
 - 5.2. If a Respondent enrolled in a training program accredited by FGNA is suspended, all Training Organizations and Educational Directors for training programs accredited by FGNA will be informed that the individual is ineligible to enroll in, participate in, or attend a training program accredited by FGNA.
 - 5.3. All Disciplinary Actions will be shared with the NATAB Chair, who may share relevant information with members of NATAB.
 - 5.4. The Committee or the Board may determine other appropriate parties to notify.

Last revised: January 12, 2021 by FGNA Executive Committee

Adopted 1997 by FGNA Board of Directors