



THE BirthBliss ACADEMY

Client Charter

Your Rights as a Client & What You Can Expect from a BirthBliss Academy Doula

At The BirthBliss Academy, we believe every client deserves respectful, non-judgemental and informed support during pregnancy, birth and early parenting.

This charter outlines your rights as a client and what you can expect from any doula trained by The BirthBliss Academy.

Your Rights as a Client

As a client, you have the right to:

- Be treated with dignity, care and respect at all times
- Make your own decisions about your body, birth and baby without pressure or judgement
- Receive accurate, up-to-date information to support your choices
- Ask questions and have things explained in ways that make sense to you
- Emotional support tailored to you, without assumptions about your background, beliefs or choices
- Practical support during pregnancy, birth or the postnatal period, depending on what's been agreed
- Confidentiality, your doula will not share your personal information without your permission, unless required by law
- Know the scope of your doula's role and what they can and can't offer
- Change your mind or end the relationship if you no longer wish to continue working with your doula
- Give feedback and have it listened to with openness and care

What You Can Expect From a BirthBliss Doula

All doulas trained through The BirthBliss Academy are committed to:

- Supporting you without judgement, pressure or personal agenda
- Being clear about their availability, fees, and the kind of support they offer
- Respecting your values, beliefs, identity and autonomy
- Staying within their role, not giving medical advice or performing clinical tasks
- Signposting you to other professionals or resources if needed
- Maintaining appropriate boundaries and acting professionally
- Continuing their learning to offer you the best possible support
- Working alongside your birth team in a collaborative and respectful way
- Communicating openly, kindly and clearly throughout your time together

If Something Doesn't Feel Right

You always have the right to raise a concern or ask for clarification.

A good doula wants you to feel empowered, not unsure or uncomfortable.

You can:

- Speak directly to your doula
- Request a change or express any concerns
- End the relationship if you feel it's not a good fit

BirthBliss doulas are trained to handle feedback with care and we're here to support that process if needed.

You are the expert on your own experience.

A BirthBliss doula is there to walk beside you, not to lead, not to fix, but to support you as you define your own path.

This is your birth, your baby, your journey.

And you deserve to feel respected, informed, and supported every step of the way.