# [Register Onli Dispute Resolution Policy](https://www.ptc.edu/continuing-ed/register-online)

[The Training Center is responsible for managing and resolving all disputes, complaints or problems that arise from a course offered by an instructor employed or aligned with the training center. Should a grievance occur, the following route should be taken, with acceptable resolution and documentation at any level:](https://www.ptc.edu/continuing-ed/register-online)

1. [Speak first with the Lead Instructor or Course Director. If not resolved, initiate a written complaint to the Training Center Coordinator.](https://www.ptc.edu/continuing-ed/register-online)
2. [Upon receipt of a written complaint, the Training Center Coordinator will investigate the complaint and attempt resolution.](https://www.ptc.edu/continuing-ed/register-online)
3. [If unable to resolve the issue, the Regional Consultant will be asked to assist in the resolution of the complaint.](https://www.ptc.edu/continuing-ed/register-online)
4. [If unresolved, the issue will be turned over the American Heart Association for resolution according to procedures outlined in the Program Administration Manual.](https://www.ptc.edu/continuing-ed/register-online)

[In all cases, resolution should be attempted in a timely manner and documentation completed. In all cases where the dispute has reached the Training Center Coordinator, a written response will be provided to the person initiating the complaint.](https://www.ptc.edu/continuing-ed/register-online)

[All documentation related to complaints and disputes will be maintained for at least three years.](https://www.ptc.edu/continuing-ed/register-online)

**[ne](https://www.ptc.edu/continuing-ed/register-online)**