

Dispute Resolution Policy

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:

1. Speak first with the Lead Instructor or Course Director. If not resolved, initiate a written complaint to the Training Center Coordinator.
2. Upon receipt of a written complaint, the Training Center Coordinator will investigate the complaint and attempt resolution.
3. If unable to resolve the issue, the Regional Consultant will be asked to assist in the resolution of the complaint.
4. If unresolved, the issue will be turned over the American Heart Association for resolution according to procedures outlined in the Program Administration Manual.

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.

All documentation related to complaints and disputes will be maintained for at least three years.