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## **DISPUTE RESOLUTION**

1. The TC is responsible for managing and resolving disputes, complaints, or problems in the following categories:
  - a. Course Curriculum and/or delivery
  - b. Instructor Qualifications
  - c. Administrative Procedures and Policies contained within the Program Administration Manual
  - d. ECC Science
2. The TC is not responsible for resolving disputes that are directly related to the day-to-day business activities of the TSs.
3. TSs should attempt to resolve the disputes at the lowest level possible.
  - a. Instructor
  - b. Lead Instructor
  - c. Program Director
  - d. TCF
  - e. TSC
4. If the problem cannot be resolved at the TS level, the complainant must submit information in writing (email or hard copy) to the Training Center Coordinator.
5. The TCC will conduct sufficient inquiries as to develop and support resolution to the problem.
6. The scope of the resolution will be limited to the responsibilities of the Training Center as listed in the most recent copy of the AHA Program Administration Manual.