



## Southern Regional AHEC CTC

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Subject: Southern Regional AHEC CTC Dispute Resolution Policy

1. Southern Regional AHEC CTC is responsible for managing and resolving disputes, complaints, or problems that arise from a course offered by an instructor or training site aligned with the training center. All disputes, complaints, or allegations will be managed in a clear, respectful, and impartial manner.
2. Southern Regional AHEC CTC is not responsible for the day-to-day operations of the instructor or its business practices. The Training Center will not be involved in the resolution of any disputes, complaints, or problems arising from a course unless one or more of the following is involved:
  - a. Course content/curriculum
  - b. Instructor qualifications
  - c. AHA administrative policies and procedures
  - d. AHA ECC science issues
  - e. AHA TC Agreement and program guidelines
3. The Training Center Coordinator and/or Training Center Specialist will follow up on written complaints within 30 days of receiving the complaint. The written complaint must include the following:
  - a. The name and email address of the person making the complaint.
  - b. The name and email address of the person and/or organization against which the complaint is made.
  - c. A detailed written description of the dispute, complaint, or problem (ie, who, what, when, where, why).
  - d. Reference to the appropriate rule, standard, and/or guidelines related to the matter (if known).
  - e. Copies of all related correspondence, records, and other documentation.
  - f. Signature of the person making the complaint.
4. If, after diligent efforts, the Training Center is unable to affect a resolution, the Training Center must turn the dispute, complaint, or problem to the AHA according to the procedure outlined in the Program Administration Manual