**Internal Dispute Resolution Policy**

1) All disputes will be reviewed by the Training Center Coordinator concerning Instructors and or students.
2) Any issues shall be addressed in a timely manner and every effort shall be made to correct the issue with the student and or instructor.
3) After gathering of information from student and instructor we will review all information. The appropriate action will be taken to resolve the matter.
4) The issue will addressed and action will be taken within 14 working days.
5) All decisions shall be in writing and verbally to all parties involved within 30 days.
6) If the TC cannot resolve disputes the dispute and all information shall be forwarded to the Regional ECC office for review.

Print name

_________________________________

Signature ........................................ Date 

**Acknowledgement of Understanding AHA Book Policy**

I acknowledge that I have received, reviewed, and accept the American Heart Association Training Memo regarding student book library policy and that I am aware that the Program Administration Manual (PAM) requires that each student in each class receives a student manual.

Print name

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Signature ........................................ Date