

Training Center

Dispute Resolution Policy

UnityPoint Health-Des Moines Training Center is responsible for managing and resolving disputes, complaints, or problems that arise from a course offered by an instructor aligned with the training center. All disputes, complaints, or allegations will be managed in a clear, respectful, impartial manner.

UnityPoint Health-Des Moines Training Center 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:

- Course content/curriculum
- Instructor qualifications
- AHA administrative policies and procedures
- AHA ECC science issues
- AHA TC Agreement and program guidelines

The Training Center Coordinator and/or Regional Faculty will follow up on written complaints within 30 days of receiving the complaint. The written complaint must include the following:

- The name and address of the person making the complaint.
- The name and address of the person and/or organization against which the complaint is made.
- A detailed written description of the dispute, complaint, or problem (eg, who, what, when, where, why).
- Reference to the appropriate rule, standard and/or guidelines related to the matter (if known).
- Copies of all related correspondence, records and other documentation.
- Signature of the person making the complaint.

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.

Date last review:	3/2008	3/2009	3/2010	11/2011	1/2013	12/2014		
Reviewer initials:	wg	dd	dd	dd	dd	Ctc		
Changes made:	yes	no	yes	no	no	no		