

UnityPoint Health-Des Moines Training Center (TC) 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, and impartial manner.

The TC is not responsible for the day-to-day operations of the instructor or its business practices. The TC 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 program guidelines

The Training Center Coordinator 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 TC must turn the dispute, complaint, or problem to the AHA according to the procedure outlined in the Program Administration Manual.

Date last review:	3/2020	5/2021						
Reviewer initials:	KD	wg/kjs						
Changes made:	yes	yes						