

**American Heart Association (AHA) Training Center (TC) Administration Procedures
Lake-Sumter EMS**

SUBJECT Dispute Resolution

EFFECTIVE DATE: October 2004

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SUPERSEDES:

Policy Statement

Lake-Sumter EMS' training classes will be performed in a manner consistent with AHA guidelines. Participants are encouraged to interact and communicate freely with any instructor. If problems or misunderstandings arise during a course offered within our Training Center (TC) or Training Site (TS), Lake-Sumter EMS will provide opportunities to resolve these perceived issues.

A conflict is anything in a course that a participant believes to be unjust, wrong or unfair, makes the student uncomfortable, and/or contradicts AHA policy. Any instructor who feels or has knowledge that a participant has a potential or real conflict during a class will follow the resolution procedure sited in the procedure section.

Procedure

Instructors will acknowledge what each participant feels and will document the individual's statements in the course file. Concerns are to be reported directly to the TC Coordinator within 24-hours. Instructors will use the following:

Apologize: Acknowledge the participant's feelings. Express an apology that is sincere, such as "I apologize for how this made you feel." Do not give any excuse, blame another instructor, or cite "policy" regulations.

Listen: Take time to listen carefully to the participant's complaint/problem. Make sure they have completed his/her entire complaint, don't interrupt. When they are finished, ask questions, if needed, to understand the problem. Tell them you understand how they feel. Never argue, defend, or get angry.

Own The Problem: Thank the participant for bringing the problem to your attention. Act in a professional manner to rectify the problem quickly and fairly. Thanking the participant will show them that you sincerely value their comments and want this educational opportunity to be as pleasant as possible.

Offer Amends: Provide an appropriate gesture that clearly states that you want to make it up to them. Communicate with the participant, ask them what they feel would be an acceptable solution to their problem.

Check Back/Follow-Up: Document how we can contact the participant after the course. If you employed a short-term solution, check back with them in a timely manner and ask if the issue has been resolved to their satisfaction.

If Problem Remains Unresolved: Contact one of the TC staff so a formal complaint/grievance procedure can begin as soon as possible. Provide the participant with the name and phone number of the TC Coordinator. The TC Coordinator will document, in writing, an assessment of the conflict and the outcomes. If unresolved, the assigned RF will be contacted for direction and, if after diligent efforts, the TC is unable to resolve the issue, we will complete a dispute/complaint form and forward it to the Regional ECC Office per the PAM.

When you receive a complaint or problem, your primary role is to communicate it to the TC Coordinator. Compliance is mandatory to remain an active instructor of this TC.