



**Service Disabled Veteran Founded & Operated
501c3 Non-Profit Organization**

GSA Contract Holder Cage Code: 3QYN4
Tax ID #: 11-3638368 DUNS#: 143331648

**Training For Life, Inc.
11 Hanover Sq. 15th Fl.
New York, NY 10005**

Conflict Resolution Policy

Disputes involving employees of Training For Life, or Instructor employed by Training For Life at the time of the dispute, will be resolved at the lowest possible level. The Training For Life, Inc. Dispute Resolution Coordinator will seek a resolution agreeable to all parties concerned by providing said parties the opportunity to be “heard” and to do so without fear of reprisal.

As a first step, complainants should try to resolve problems and complaints by contacting the Training Center Coordinator This initial contact should be made within ten working days from the occurrence of the problem. The Coordinator should then arrange a meeting with the complainant, and all concerned should make a good faith effort to resolve the problem.

If the dispute cannot be resolved at this level, it will referred to the Board for review and the individual(s) concerned may be asked to provide further comment on the incident(s).

Final decision regarding internal issues will be given be the Board. Issues involving American Heart Association policy or guidelines will be referred to the appropriate authority as indicated in the American Heart Association Program Administration Manual.

In instances where the complainant feels uncomfortable speaking to the Training Center Coordinator or Dispute Resolution Coordinator, another member of the Board may be asked to review the complaint with the ultimate goal of beginning communication and moving towards resolving the dispute in a manner agreeable to all.

Every effort should be made to complete the foregoing steps promptly and not later than four weeks after the complainant’s initial contact.

Instructor Printed Name & Signature _____ Date Signed _____

Revised 03/2022

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