



## Dispute Resolution Procedure

Allied 100, LLC is responsible for managing and resolving all disputes, complaints, or problems that arise from a course offered by and Instructor employed by or aligned with Allied 100, LLC (TC ID W120877).

The American Heart Association is not responsible for the day-to-day operations of Allied 100, LLC or its business practices and will not become involved in resolution of any disputes, complaints, or problems arising from courses taught by Allied 100, LLC, with the exception of disputes, complaints, or problems that involve:

- American Heart Association course content/curriculum
- American Heart Association Instructor quality assurance
- American Heart Association administrative policies or procedures
- American Heart Association ECC science issues
- American Heart Association agreement and program guidelines

The American Heart Association will consider only issues involving these types of matters. If, after diligent efforts, Allied 100, LLC is unable to resolve any of these issues, Allied 100, LLC must report the dispute, complaint, or issue to the American Heart Association, and follow the dispute resolution policies as set forth by the American Heart Association Program Administration Manual. However, this does not diminish the responsibility of Allied 100, LLC for its employees or contracted instructors teaching American Heart Association courses offered through or processed by Allied 100, LLC.

I have read and understand the contents of this agreement and by signing this agreement I accept the terms as stated above.

Instructor Signature \_\_\_\_\_ Date \_\_\_\_\_