



AET PARAMEDIC ACADEMY INC

3515

Name of Institution

Institution Number

**Dispute Resolution Policy- PCP**

**NOV 2021**

Name of Policy

Effective Date

Revision Date

**DISPUTE RESOLUTION POLICY & PROCEDURE**

**Policy:** Individuals should always try to resolve issues informally. If a more formal approach becomes necessary, the institution provides a fair and reasonable mechanism for resolution.

**Procedure:**

*Step One* First try to resolve the issue directly with the other party. If this doesn't work ....

*Step Two* Put your complete complaint in writing to your instructor or Program Manager. They will request submissions from all involved parties, including any witnesses; conduct an investigation and attempt to set up a meeting within 2 business days. A student may be represented by an agent or lawyer.

The Instructor, Program Manager or designate will provide a written decision to all parties within 48 hours. If this doesn't work ...

*Step Three* Repeat step two with the Director of the institution. The President will review the complaint and make a final determination.

***Should a person/position in this resolution process be in a conflict of interest due to their direct involvement in the dispute issue, an alternate is to be selected in their place by the institution.***