



Coastal CPR & First Aid, LLC  
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[www.CoastalCPR.com](http://www.CoastalCPR.com)

## Dispute Resolution Policy

1. Complaints or concerns should be submitted to the TCC or TSC in writing, this can be on paper, email, or text.
2. Complaints or concerns can be submitted by Instructors, TCF, TSF, course participants, or concerned individuals.
3. Complaints and concerns should include:
  - a. Contact information for the person submitting.
  - b. The name of the person or organization the complaint is against.
  - c. Details about the complaint, concern, issue, or problem, aka ... the who, what, when, where, and why.
  - d. Reference to the appropriate rule, standard or other guideline related to the matter.
  - e. Copies of any correspondence, records or other corroborating documentation.
4. The TCC or TSC will respond to all disputes within 15 days.