



Filing a Complaint

You download this document for submittal to Compliance@NRPP.info

Dear Citizen,

The NRPP is serious about compliance to required standards of practice and the NRPP Code of Ethics for NRPP Credentialed Professionals.

Please know:

1. Complaints against NRPP certificants may be submitted in writing by any individual or entity, including a homeowner, a State Radon Office, or a certifying, code, health, environmental or licensing agency (public or private). Verbal complaints will not be processed, but feel free to discuss concerns with our Compliance Office.
2. NRPP will not review business or contractual disputes. If the infraction clearly involves contractual issues rather than a violation of protocols or NRPP policies, citizens are advised to seek legal remedies on a local basis.

Complaints are to be forwarded to the Compliance Office for review and processing. The Compliance Office may often request additional information that may include: written records of the relationship; further written description of the incident or situation; and photographic evidence. The Compliance Office will consider grievances received compared to required standards of practice and the NRPP Code of Ethics for NRPP Credentialed Professionals. Should the Compliance Office find that the charges are with merit, the individual or facility in question will be notified in writing and a response to the complaint will be sought.

In all cases, it is NRPP's intent to resolve issues through clear and concise exchange of information and discussion. It is hoped that this process allows the certified individual or facility to resolve the dispute and to learn from any infraction. Based on the severity of the Compliance Office findings, disciplinary actions may include, but are not limited to: suspension, revocation and restitution of listings or credentials and sanctions such as additional education requirements and required quality assurance plans with audits for quality.

There is no prohibition against NRPP professionals from aiding an aggrieved party in their effort to compile information needed to file and process a complaint. Please note that the AARST-NRPP will not process complaints relating to pricing or market activities.

If you have any questions, feel free to contact the Compliance Office at: Compliance@NRPP.info

RADON COMPLAINT FORM

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Date: _____

Person filing complaint: First Name _____ Last Name _____

Property Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ E-mail Address: _____

Would you like to remain confidential? YES [☐] NO [☐]

Is this a complaint about a radon measurement provider?: YES [☐] NO [☐]

Is this a complaint about a radon mitigation contractor? YES [☐] NO [☐]

Is this a complaint about an analytical lab? YES [☐] NO [☐]

Name of person who performed service: _____

Certification Number (if known): _____

Name of company providing service: _____

Company Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

How did you find this company?

____ NRPP or State Listings

____ Realtor

____ Internet

____ Friend/Family Referral

____ Other

Is a similar complaint being filed with another agency?

____ State or Licensing Bureau

____ BBB

____ Police

____ Attorney General

____ Other

Please provide a description of the problems you encountered. Please attach additional descriptions, contracts, correspondence and photos.

Have you contacted the contractor and/or the company? YES [☐] NO [☐]

Did the contractor and/or the company respond? YES [☐] NO [☐]

Please provide details of the response (if applicable):

Was the problem resolved? YES [☐] NO [☐]

Have you contacted another company to have your problems corrected? YES [] NO []

What company did you contact? _____

What deficiencies were discovered?

What recommendations were made?

Has the issue been resolved to your satisfaction? YES [] NO []

Any further details you'd like to provide?

Signature of person filing complaint*

*For the purposes of this form, the NRPP accepts your typed name as an electronic signature equivalent to your valid signature on a paper copy of the form. As such, this electronically completed form bears the same rights and responsibilities

Submission: For NRPP to fully process the complaint, please attach or forward photos and contracts along with any paperwork, correspondence and additional descriptions of interactions that pertain to the situation.

Submit this form and related details to: Compliance@NRPP.info

Once the complaint has been received, the Compliance Manager will consider grievances received compared to required standards of practice and the NRPP Code of Ethics for NRPP Credentialed Professionals. For questions: (828) 348-0185

***Note:** Confidential Complaints will be investigated. However, due process is thereby restricted to the extent that disciplinary actions may be limited.

DISCLAIMER: If choosing to remain confidential, the NRPP will keep your personal information confidential unless otherwise ordered by a state regulatory agency, court or District Attorney to release such records.

FOR NRPP USE ONLY

DATE RECEIVED: _____

RECIPIENT: _____

FOLLOWUP NOTES: