



Complaints Against NRPP-Certified Professionals

General Policies

Complaints against certified professionals are for instances in which the certified professionals' work is not in compliance with the ANSI/AARST Standards or whose behavior is not in agreement with the [NRPP Code of Ethic/Certification Terms Agreement](#).

Definitions:

- The complainant is the aggrieved party, or the person who is making the formal complaint.
- The certificant is the subject of the complaint. It is the certified professional with whose work or behavior the complainant is dissatisfied or the certification activity with which the complainant is unhappy.

Formal complaints are those submitted to the Compliance Office on a completed [Complaint Form](#) and accompanied by evidence to support the complainant's claim. Evidence may include, but is not limited to photos, communications such as copies of texts or emails, contracts, and test results. The Compliance Office will not consider complaints received through other means.

Complaints can be submitted by an aggrieved party (e.g. person who owns the property), a contractor (certified or not), a State Radon Office, or a certifying, code, health, environmental or licensing agency (public or private).

Contractors may assist an aggrieved party in compiling evidence and submitting a complaint against a certified professional or may independently submit a complaint directly to NRPP. Contractors do not need to be certified to submit a complaint against a certified contractor.

If a certificant's state license is revoked, the state radon office may work with the NRPP Compliance Office to file a complaint against that individual.

The NRPP handles contractual complaints when they pertain to compliance with national standards or fulfilling the terms of the contract, including guarantees and warranties. Contractual issues that are beyond the scope of the complaints process include complaints about pricing, timelines, competitive practices, and market activities. Complainants are advised to seek legal remedies on a local basis for these issues.

The complaints process is expected, but not guaranteed, to take no longer than 30 business days (6 weeks) to complete, from receipt of the complaint to determination and notification of the outcome.

The Compliance Office may recruit a technical expert or panel of the Certification Council for assistance in determining the [Class of Infraction](#) - if one or more ANSI/AARST Standards, or the NRPP Code of Ethics, were violated. The Compliance Office will always recruit an ad-hoc disciplinary panel of three (3) Certification Council members to determine the outcome of Class D infractions. All technical experts and panel members are required to recuse themselves if they

have a conflict of interest (for example, if familiar with the complainant or the certificant and/or his or her place of business) and are required to keep the details of the complaint confidential.

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 certificant to resolve the dispute and to learn from any infraction.

The Compliance Office shares the property address where the work was performed and the specific violation with the certificant. The complainant can opt to keep these confidential but, because the first level of discipline for Class A, B and C infractions requires that the certificant return to resolve any issue(s), withholding the property address from the certificant limits NRPP's ability to resolve the complaint and it may be dismissed.

Filing multiple, egregious, fraudulent complaints designed to damage a certificant's reputation will be processed as a Class D infraction. The complainant may also be assessed a fine. Individuals engaging in this behavior who are not certified will be issued a cease & desist.

If the certified individual who is the subject of a complaint voluntarily surrenders his or her certification at any time during an investigation, the complaint is dismissed without any further action from the Compliance Office, the entire record is sealed, and the individual may not reapply for certification. In the event of such resignation, the certificant's employer, state radon office and the complainant are notified.

NRPP reserves the right to make public all certification suspensions and withdrawals.

Filing a complaint against a certified professional will not result in any discriminatory action against the complainant.

After a complaint has been closed, the certificant can appeal the disciplinary decision (see *Appeals*).

Procedures

To file a complaint of this type, complete [this form](#) and provide any evidence in support of the complaint.

The Compliance Office will respond immediately and acknowledge receipt of the complaint and may provide status updates during the process. An initial determination as to the merit of the complaint will be made and communicated to the complainant within 10 business days.

The subject of the complaint will be notified of the allegations and will have 14 calendar days to respond to the allegations.

NRPP's Compliance Office, with support from a three-member Disciplinary Panel of the Certification Council, investigate all complaints against certified professionals.

[Disciplinary actions](#) are based on the severity of the substantiated violation and may include, but are not limited to probation, suspension, revocation of credentials, and/or additional education requirements. In all cases, should the Compliance Office find that the certificant's work violated the requirements of the ANSI/AARST Standards, the first course of action is for the certificant to

return to the property to correct any issues and bring the work into alignment with the ANSI/AARST Standard(s).

NRPP will notify complainants and certificants of the outcome of the investigation and the certificant's right to appeal if unsatisfied with the decision.