

NGBS GREEN CONTINUING EDUCATION Complaint Resolution Policy



Home Innovation provides the opportunity for any individual or company to submit complaints via the “[contact us](#)” link on our corporate website. Home Innovation will also receive written complaints via email, US mail, or another document delivery. If staff receives a phone call or verbal complaint, the complainant is asked to submit it in writing.

Formal complaints are recorded and responded to promptly. When a complaint is submitted, the Vice-President, Sustainability should inform the following Home Innovation staff: Certification Manager, the CFO, and the President/CEO. The Vice-President, Sustainability is responsible for investigating the cause of the complaint, initiating any needed corrective action, and responding to the client. Home Innovation staff that receive a complaint are expected to document it appropriately and notify their division director; and when the complaint is regarding the AIA Training Program, the Vice-President, Sustainability must also be notified.

Process

The following process is used to address complaints.

1. Upon receipt of a complaint, Home Innovation staff will submit the necessary information to the Vice-President, Sustainability to be recorded into the formal log.
2. For every complaint the following information must be collected:
 - i. COMPANY
 - ii. CONTACT INFORMATION
 - iii. REASON FOR COMPLAINT
 - iv. ACTION REQUESTED
3. The Vice-President, Sustainability will send an email of receipt to the complainant and will review each complaint to assess its validity relative to the work and responsibility of Home Innovation.
4. All documents should be forwarded via email to the President, CFO, and Certification Quality Director regardless of their validity within one business day. The VP, Sustainability will also include an initial recommendation if the complaint is valid as described below.
5. For complaints, the Quality Director shall provide notice to the person or organization that is the subject of the complaint that a formal complaint has been filed.
6. The voting members of the NGBS Green Appeals Board are the President, the CFO, and the Certification Quality Director. The VP, Sustainability may take part in the deliberations but cannot vote on a complaint.
7. A complaint is considered “valid” so long as it is within the scope of the training program and/or that Home Innovation has responsibility over the subject issue.

Continued on Page 2

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8. Invalid submissions will be followed up by VP, Sustainability with a written reply to the submitter with an explanation of why their concern is not within the scope or responsibility of Home Innovation. The individual or the organization that is the subject of the complaint will also be provided notice of such a decision.
9. The complainant of valid submissions will receive an acknowledgement that it has been received and is being investigated.
10. For valid complaints, the Certification Quality Director will forward formal notice and relevant documents to the individual or organization that is the subject of the complaint and they will be permitted 30 days to respond in writing to Home Innovation via the VP, Sustainability to refute or confirm the allegations.
11. The VP Sustainability will investigate the cause, the impact, and appropriate corrective actions. As part of the investigation, the VP Sustainability will schedule a meeting of the NGBS Green Appeals Board to hear from the complainant their reasons for the complaint. The results of the investigation will be reviewed and the VP Sustainability will initiate appropriate corrective actions to resolve the issue.
12. The submitter and the individual or the organization that is the subject of the complaint if relevant, will receive progress reports every 30 days until the situation has been resolved or the final decision has been rendered. When the issue is finally resolved the VP Sustainability will send an explanation of the decision.
13. Submissions related to disputes related to certification activities shall be communicated to the Certification Impartiality & Oversight Committee for their review.

Please direct [questions on this policy](#) to:
Michelle Foster, VP Sustainability

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