



QCP COMPLAINT FORM

A **complaint** is a written expression of dissatisfaction, by any person or organization, affiliated with a certification body, relating to the activities of the employees and representatives of the AWI Quality Certification Corporation (QCC) and/or representatives of a company or entity holding a QCP certificate of accreditation.

Complaints will be processed in accordance with QCC procedure 852P002, Complaint Investigation Procedure, and as outlined in 422M003, QCP Policies. Complainants will be apprised of their complaint's status within two weeks of its submittal, and shall receive a written response detailing what, if any, corrective actions were taken in regards to the complaint within three (3) months of its submittal.

Please supply the required information requested below:

Date: _____ Name of person filing the complaint: _____

Firm: _____

Describe in detail the nature of the complaint, the remedial actions already taken, and your proposed solution:

1. Clearly identify the aggrieved action (date, place, nature of action) and which parties or individuals are associated with the action:

Date : _____ Location: _____

Aggrieved Action: _____

2. Explain how the action is alleged to have violated QCP Policies, being as specific as possible with respect to the applicable QCP requirement:

3. In the case of complaints against the actions of a certificate holder, rather than QCP itself, you must also describe the efforts taken to resolve the matter directly with the certificate holder:

4. Propose what actions would, in your opinion, rectify the matter:

I have read and I understand the above policy provisions:

Signature: _____ Title: _____

Submittal:

If this complaint is in regards to the conduct of the QCC Director of Operations, please submit this form to:

Mr. Philip Duvic
Architectural Woodwork Institute
46179 Westlake Drive, Suite 120
Potomac Falls, VA, 20165
Or by Email: pduvic@awinet.org

For all other complaints, please submit this form to:

Mr. Randolph Estabrook
AWI Quality Certification Corporation
46179 Westlake Drive, Suite 120
Potomac Falls, VA, 20165
Or by Email: troberts@awiqcp.org

