

RESNET Contractor Consumer Complaint Resolution Process

RESNET established the contractor qualifications process through third party companies called “Contractor Education and Qualification Providers” (the “CEQ Providers”). To maintain an effective consumer complaint resolution process, each CEQ Provider has a person called their “**Complaint Resolution Officer**” (CRO) to manage consumer complaints and resolve conflicts.

PLEASE BE ADVISED: The RESNET consumer complaint resolution process is not a legal process and the goal is to permit the consumer and the contractor to resolve the consumer’s complaint informally. The only penalty that is available to RESNET or the website Management is to delist a contractor from the RESNET website if a contractor has three unresolved consumer complaints. These delisting penalties are described below.

IF THE CONSUMER REMAINS UNSATISFIED AT THE CONCLUSION OF THE COMPLAINT RESOLUTION PROCESS: The consumer still has all of his or her legal and consumer rights available. The consumer is advised to obtain legal advice or consult with your jurisdiction’s consumer protection agency.

If a consumer has a concern or a complaint, a **Consumer Complaint Form** is available on the RESNET website to complete and automatically submit via the RESNET Registry website. The consumer must include an electronic file which includes a copy of the work contract with the complaint submittal. Although any consumer can express a concern or complaint to the contractor’s CRO through the website, the Provider will not take action other than informing the contractor unless:

- a. Complaints must impact the energy efficiency of the home, and
- b. Complaints are related to a structural deficiency, or
- c. Complaints are related to a major deficiency, as defined as valued at least \$500.

Once the complaint is received by the website, it will be forwarded to the CEQ Provider for appropriate action. The listed Qualified Contractors will be notified of the complaint and allowed to submit a complaint rebuttal to the Provider’s **Complaint Resolution Officer (CRO)**. The contractor has 45 days to resolve the complaint or respond with its rebuttal. The Registry removal (de-listing) penalty for unresolved complaints can range from 30 days to 1 year.

The CRO shall evaluate the complaint to determine if the contractor should be deemed an offender. In the event the CRO cannot make a fair evaluation of the complaint based on the information submitted, the consumer shall have the option of hiring an independent RESNET certified auditor (HESP or higher) to visit the site and submit his or her report and findings.

A complaint will be considered resolved once either the consumer or the Contractor has submitted a **Complaint Resolution Form** signed by both parties.

Repeat offenders will be removed from the website. This ban shall be attributed to the Qualified Contractor. The CEQ Provider shall communicate to the RESNET Executive Director of RESNET and shall recommend appropriate action. The Executive Direction shall approve or modify the action. Such action shall be communicated to the Website Manager, who shall take action as directed. Grounds for Suspension (De-listing) from the Directory:

a. **First Offense.** The first time a contractor has 3 unresolved complaints within a 90 day period, the Provider shall recommend removal of the contractor from the Directory for a period of no less than 30 days. To be reinstated to the Directory at the end of the 30 day suspension, the contractor shall (within the 30 day period) complete 2 hours of Continued Education (CE) specific to conflict resolution or customer relations or successfully resolve at least one of the complaints.

b. **Second Offense.** The second time a contractor has 3 unresolved complaints within a 90-day period, the Provider shall recommend removal of the contractor from the Directory for a period of no less than 90 days. To be reinstated to the Directory at the end of the 90 day suspension, the contractor shall (within the 90 day period) complete 3 hours of additional CE and successfully resolve at least one of the complaints.

c. **Third Offense.** The third time a contractor has 3 unresolved complaints within a 90 day period, the Provider shall recommend to the RESNET Executive Director the removal of the contractor from the Directory for a period of no less than one year. The RESNET Executive Director shall provide to the Contractor written notice and a 30 day opportunity to appeal. The RESNET Executive Director, at his sole discretion, shall make a determination as to whether or not to remove the contractor from the Directory for a period of no less than 90 days. To be reinstated to the Directory at the end of the suspension, the contractor shall (within the 90 day period) complete 3 hours of additional CE and successfully resolve at least three of the complaints.