



The Canadian – National Radon Proficiency Program (C-NRPP) is a certification program that establishes guidelines, training and resources for the provision of radon services by professionals.

C-NRPP certified professionals are to reflect high standards and ethics in their work, and comply with recognized standards of practice to protect public health and safety. They are to communicate clearly and accurately with consumers about their process and the harmful effects of radon gas. The C-NRPP's training programs and resources enable certified professionals to provide quality service as they measure and reduce radon levels in living and working environments.

Process of handling a complaint against a C-NRPP certified professional:

Received a complaint – C-NRPP requests that all complaints be submitted in writing; please use this form to guide the information provided

Review complaint – once received in writing; C-NRPP will review the complaint and may request additional information

First Attempt of Resolution - C-NRPP will suggest that complainants attempt to resolve the issue directly with the C-NRPP professional, and that the professional has been provided an opportunity to correct the issues. If this has not occurred, C-NRPP may request that this occur.

Second Attempt of Resolution - If an issue has not been satisfactorily resolved between the complainant and the C-NRPP Professional, the complaint will be reviewed by C-NRPP to determine the issues raised and determine if there is a valid issue that can be addressed by C-NRPP. C-NRPP will strike a committee to review the complaint; identify the issues; provide assistance and/or mentoring for the professional to correct areas of concern; uphold C-NRPP standards and provide recommendations.

C-NRPP Complaint form:

Name of individual filing complaint: _____

Ph: _____

Address: _____

Email: _____

Name of C-NRPP Certified Company/individual involved in complaint:

Date of Occurrence: _____

Location of Occurrence: _____



Please detail the nature of services hired for and the issues that arose to result in a complaint:

Please detail the attempt(s) at resolving complaints:

Please state the desired solution to complaint:

Please complete this form and return it by email to: info@c-nrpp.ca