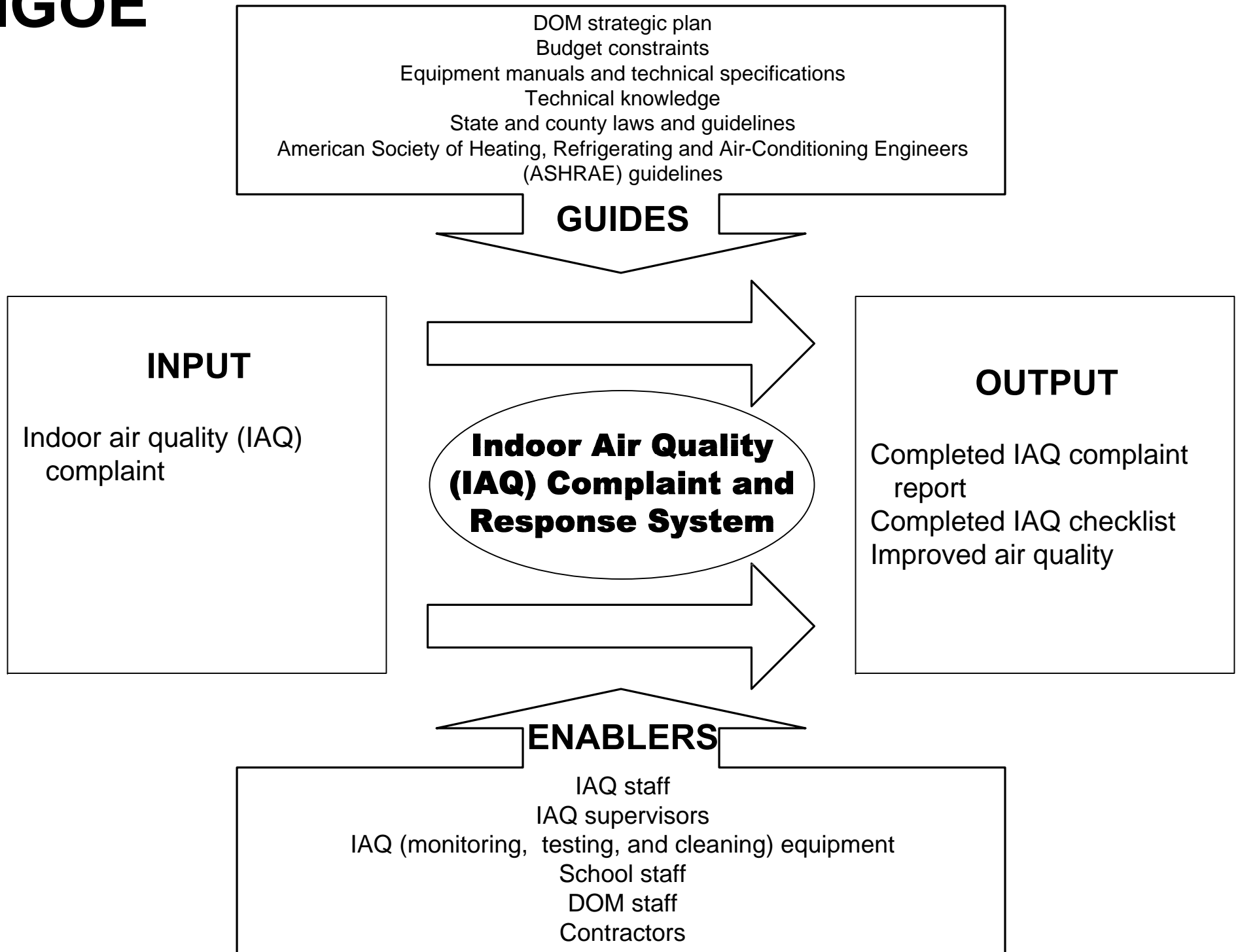


# IGOE



# Process for Indoor Air Quality (IAQ) Complaint and Response System

Updated: July 16, 2009

## **PURPOSE:**

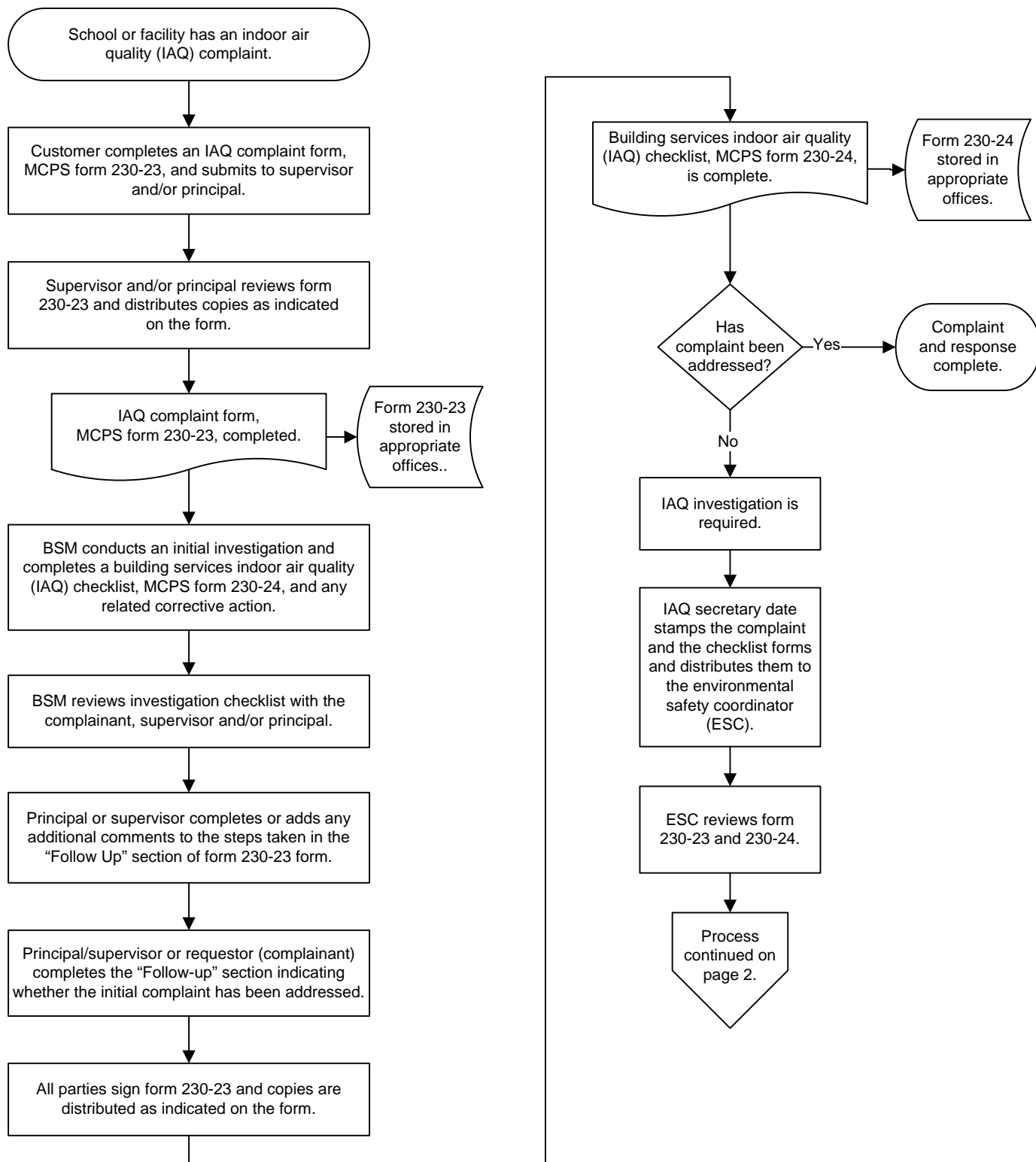
To explain how indoor air quality concerns and complaints are reported and evaluated to determine whether an investigation is required by the indoor air quality (IAQ) team and how the IAQ team investigates, identifies potential causes, and takes corrective action.

## **PROCESS SUMMARY:**

- A customer at a school or facility has an indoor air quality concern and submits an indoor air quality (IAQ) complaint form, MCPS form 230-23, to their supervisor and/or principal explaining the problem and how it started.
- Supervisor and/or principal reviews and signs the form and distributes copies accordingly.
- Building Service Manager (BSM) conducts an initial investigation to determine potential sources or causes of the problem and what corrective action can be taken.
- BSM completes related corrective action, a building services IAQ checklist, MCPS form 230-24, and reviews with the complainant, supervisor and/or principal. All parties sign the form and copies are distributed accordingly. If the concern or complaint has been addressed, then no further action is required.
- If the concern or complaint has not been addressed, then an investigation is required by IAQ. IAQ environmental safety coordinator (ESC) reviews, prioritizes, and determines who should respond to the complaint, ESC or environmental safety specialist (ESS).
- ESC/ESS reviews work order history and visits the school/facility to interview all related parties and conduct an evaluation of the indoor environmental conditions through inspections of equipment for proper operation and cleanliness, and data measurements of the air conditions, potential air contaminants, and moisture levels.
- ESC/ESS reviews all information gathered, identifies potential causes for the complaint and makes recommendations for appropriate corrective action.
- ESC/ESS notifies the complainant, complainant's supervisor, the principal/administrator, BSM, and other interested parties as necessary of the potential causes of the problem and recommended corrective action.
- ESC/ESS assigns corrective action to the appropriate MCPS personnel and secures any contractors if required. The appropriate party completes the work.
- ESC/ESS verifies completion of the corrective action and notifies the complainant, complainant's supervisor, the principal/administrator, BSM, and other interested parties that the corrective action is complete.

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