

## DOCKETED

<b>Docket Number:</b>	13-ATTCP-01
<b>Project Title:</b>	Acceptance and Training Certification
<b>TN #:</b>	217355
<b>Document Title:</b>	ERRATA to Staff Report
<b>Description:</b>	Clean Copy
<b>Filer:</b>	Cathy Hickman
<b>Organization:</b>	California Energy Commission
<b>Submitter Role:</b>	Commission Staff
<b>Submission Date:</b>	4/28/2017 4:07:51 PM
<b>Docketed Date:</b>	4/28/2017

# CHAPTER 13:

## Complaint Procedures

---

### Requirement in Section 10-103.2(c)3D

An ATTCP shall submit written procedures for notifying building departments and the public that it will accept complaints regarding the performance of any certified ATT or ATE, and procedures for how the ATTCP will address these complaints.

### Summary of Compliance Method for Applicant

RSES's application provides detailed procedures for accepting and resolving complaints. On behalf of RSES, the ESCO Group will provide a web portal for the intake and processing of complaints from any local enforcement agency, other permitting agency, and/or the public, concerning the performance of certified RSES ATTs or ATEs. After preliminary screening to validate its relevancy to the project, the ESCO Group will notify RSES (RSES Committee Liaison, Committee Chairman, and the RSES International Office) of the complaint to allow RSES to process the complaint appropriately. Customer complaints, which are brought to RSES's attention, will result in investigation and potentially on-site audits. Acknowledgment of the receipt of a complaint will be sent to the complainant within fourteen days and whether it can be addressed by the RSES Title 24 Oversight and Accountability Committee. RSES will not take any actions if the complaint is filed later than three months from the date of acceptance test completion.

The RSES Complaint procedure includes several components.

**Filing of a Complaint:** A project's owner, his representative, general contractor, mechanical contractor, engineer, or a representative of the Permit Issuing Authority (PIA) may initiate a complaint to RSES.

**Examination of the Complaint:** RSES appoints an Examiner to investigate the complaint and mediate a solution if possible, culminating in a report to the RSES Title 24 Oversight Committee.

**Assessment of the Complaint:** Through its Title 24 Oversight Committee, RSES determines what corrective action, if any, is appropriate.

**Request for reconsideration:** In the event that RSES decertifies or suspends an ATT or ATE, the ATT/E may request reconsideration of the decision, and may present information and evidence not previously considered by RSES.

**Notice of Determination:** RSES will report to the complainant and the Energy Commission, with copies to the Certificate holders, the resolution of the complaint.

If there is any change in the status of an ATE or ATT, the data registry will be updated promptly and accordingly.

## Staff Assessment

Staff reviewed RSES's application regarding the proposed complaint process. RSES's proposed process for addressing complaints is reasonably transparent and fair to both the complainant and the ATT/ATE. The process provides many opportunities for a balanced resolution. Staff determined that the proposed process is sufficient to comply with the requirements of Section 10-103.2(c)3D. A summary of compliance with Section 10-103.2(c)3D is provided in Table 11.

**Table 11: Summary of Application Compliance for Section 10-103.2(c)3D**

REQUIREMENT	LOCATION IN APPLICATION	DATA ADEQUATE	NEED MORE INFO
Notification to Building Departments	RSES Application for California Title 24 Mechanical Nonresidential Acceptance Test Technician Certification Provider: Complaints (page 23)	X	
Procedures for Accepting Complaints	RSES Application for California Title 24 Mechanical Nonresidential Acceptance Test Technician Certification Provider: Complaints (page 23)	X	
Procedures for Addressing Complaints	RSES Application for California Title 24 Mechanical Nonresidential Acceptance Test Technician Certification Provider: Complaints (pages 24-27)	X	

Source: California Energy Commission.