



National Lighting Contractors
Association of America

NLCAA COMPLAINT FORM

Complaint date:

Complaint Fee: \$150

You are receiving this form because a complaint has been filed through NLCAA. Please see the Complaint Procedures on the next steps to address this complaint. You must respond within 7 days.

Complaint Filed Against

Acceptance Test Technician/Employer (ATT/ATE) Name:

ATT/ATE Certification Number:

Telephone Number:

E-mail Address:

Company:

If complaint is filed against ATT:

ATE Name:

ATE Certification Number:

Telephone Number:

E-mail Address:

Company:

Complaint Description:

Building codes, procedures or guidelines that may have been violated:

To respond, please contact:

Brianna Kadar - Program Director

bkadar@nlcaa.org

3301 E. Hill St. Unit 408, Signal Hill, CA 90755
(877) 225-9562; www.NLCAA.org



ATT/ATE Complaint Procedure

Purpose and Objective:

The purpose of this complaint procedure is to provide a mechanism for resolving disputes arising from the use and performance of National Lighting Contractors Association of America (NLCAA) ATTs and/or ATEs. It is recognized that issues may arise regarding the performance of lighting controls acceptance testing. This complaint procedure is intended to assist in addressing and resolving those complaints.

The objective of this complaint procedure is to make available to the public and building departments a process to facilitate a fair, impartial and expeditious dispute resolution. This procedure does not limit or infringe on any other rights the parties may have.

Definition: A complaint is a formal written notification of a problem or concern regarding an act, omission, situation or other behavior by an NLCAA ATT and/or ATE. Complaints may be initiated by persons both within and outside of NLCAA.

Step 1: Complaint Form is submitted to, or created by, NLCAA or their agent.

Step 2: Within seven business days of Complaint Form receipt, (or generation), by NLCAA or their agent; a notification, (including the contents of the Complaint Form), shall be sent to the ATE and/or ATT concerned. This notification shall be sent via telecommunications. If deemed by NLCAA or their agent, the ATT and/or ATE involved may be placed on an immediate temporary suspension until the final disposition of the Complaint has been issued.

Step 3: The ATT and/or ATE notified, shall respond within seven business days of the receipt of the Complaint Notification. This response shall be in writing or via telecommunications.

Step 4: Once the written responses are received, a committee of a minimum of three NLCAA Directors shall review and evaluate the merits of the Complaint. The committee shall determine the extent of the infraction, if any, and appropriate disciplinary action.

A summary of findings and disciplinary actions shall be sent, via telecommunications, to the ATE and/or ATT in question within twenty business days.

Step 5: Upon receipt of NLCAA's findings: the ATE and/or ATT in question shall have twenty business days to appeal the decision of NLCAA regarding any disciplinary action recommended. This appeal shall be in writing or via telecommunications.

Step 6: Within twenty business days of receiving the appeal from the ATE and/or ATT in question, NLCAA shall issue a final dispositive ruling on the matter, which shall be

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binding on all parties. The appeal review shall be performed by a minimum of three NLCAA directors.

A disciplinary action spreadsheet will be made available upon request for perusal by CEC staff.

If certification is revoked:

The ATE and/or ATT NLCAA Associate Contract, Attachment 11 or Attachment 12, as applicable), will be considered null and void after three business days from NLCAA receiving proof of delivery of the certification revocation notice to the ATE/or ATT in question unless special accommodations have been made.

Any Arbitration agreement signed by the ATE and/or ATT who have had their certification revoked or suspended shall be considered to remain binding, valid, and in effect.

Post Hearing Matters:

The NLCAA shall maintain records of the proceedings for six years.