GENERAL OVERVIEW OF THE COMPLAINT INVESTIGATION PROCESS

This flow chart provides a general overview of the complaint investigation process for violations of ECI Code of Ethics (PS.6013). However, each complaint investigation case is handled on an individual basis and may not go through all of the steps or may not go through the steps in the order shown.

Receive and review initial complaint.

- If insufficient information and documentation provided, advise complainant.
- If within EnviroCert’s jurisdiction and sufficient information and documentation provided, open complaint investigation case.
- If not under EnviroCert’s jurisdiction, refer complainant to appropriate agency.

Advise subject of allegations; obtain information and documentation from subject, complainant, and other parties. May involve referral to the Professional Standards Committee to conduct formal interviews and obtain documentation.

Review all information and documentation obtained. May involve an independent Technical Expert for review.

No violation occurred or insufficient evidence to determine whether or not a violation occurred; close complaint investigation case.

Violation has occurred.

- Obtain compliance, mediate complaint, or warn subject; close complaint investigation case.
- Refer for issuance of citation and fines, or revocation of certification.
- Refer to the Attorney General or to the District Attorney.

Post on website.