



# Spotlight on Compliance

Amy Roedl, NRPP Proficiency Director

# NRPP's Compliance Office

- Certified professionals v. certification activities
- Categories:
  - Standards/technical violation:
    - Work is not in compliance with ANSI/AARST
  - Ethics/conduct violation:
    - Conduct does not adhere to Code of Ethics (for certified professionals) or Test Use Agreement (for examinees)

# Handling Compliance Issues

Complaint is received:

- Is it about an NRPP-certified professional?
- Is there enough evidence to make initial determination?

Name?

Summary of the issue?

Completed complaint form?

Evidence to support allegations?

# Disciplinary Panel

## Initial determination

- Notify complainant & acknowledge complaint
- Notify subject of the complaint
  - Written notice: complaint received & specific violations: *It appears...*
  - Request a formal response

## Final determination: Class A, B, C or D

- Examine evidence
- Confirm violation or dismiss without findings
- Sanctions

# Complaints Received: 2024 & 2025

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov *	Dec	Total
2024	2	0	0	1	3	0	0	0	1	0	3	0	10
2025	3	3	1	2	4	0	0	0	1	1			15

\* Published updated policy: November 1, 2024

2024: All mitigation

2025: 3 measurement, 12 mitigation

# Dismissed

## 2024

Dismissed: 5

- 5 not NRPP certified
  - 1 of these Canadian

## 2025

Dismissed: 7

- 2 not NRPP certified
- 5 incomplete:
  - Name of certified not provided
  - No evidence to support claims
  - Wish to remain anonymous
  - System installed more than 2 years ago

<b>2024 Violations</b>	
<b>Standards violations</b>	<b>5</b>
• System installed incorrectly and cancer retuned	
• Pipes leaking/not sealed correctly	
• Exhaust termination point too close to operable opening	
• Exhaust point location, post-mitigation testing	
<b>Conduct violations</b>	<b>5</b>
• Mitigator sold services he didn't need	
• Mitigator working without license	
• Did not honor warranty & ghosted client	
• Exam – profanity towards proctor	
• Submitted falsified recertification docs	

2025 Violations	
<b>Standards violations</b>	<b>9</b>
• Using uncalibrated device	
• Measurement violated closed-building conditions & improper device placement	
• Installed exterior outlet without license (required by state)	
• Installed fan and broke(?) horizontal pipe broken	
• Exhaust point below roof & justification not noted in OM+M plan	
• Exhaust point too close to operable opening	
• No information packet	
• Crawlspace membranes unsealed	
• Excessive noise & vibration/fastened incorrectly	



<b>2025 Violations</b>	
<b>Conduct violations</b>	<b>5</b>
• Guaranteed work but not responding to emails/calls	
• Avoiding client (x2)	
• Not honoring terms of contract	
• Criminal conviction for improper testing/banned from practicing in state	
• Noncompliance with device requirement for certification	
<b>Unknown</b>	<b>1</b>
• “5 visits and radon still high”	

# Sanctions

- Return to fix the issue or hire third party to fix the issue within 30 days\*
- Additional 4 CEs, typically standards review course or ethics course within 30 days

## Suspensions

- For ignoring the sanction. Suspended after 30 days
- For not meeting certification requirement after 30-day grace period

## Revocations

- For criminal conviction
- For aggression and profanity toward proctor

Some clear it up upon initial notice, others have recorded their installation from the start and supply that as evidence to close investigation

# Appeals

- Reconsideration of Certification Decision
- Reconsideration of Recertification Decision
- Reconsideration of Disciplinary Decision
- Reconsideration of Other Adverse Certification Decision

Appeals are heard by NRPP's Certification Management Committee

Three individuals who are not involved in the subject of the appeal

# Appeals

	2024	2025
Reconsideration of Certification Decision	1 granted 1 denied	2 - both granted
Reconsideration of Recertification Decision	0	3 – all granted
Reconsideration of Disciplinary Decision	3 – all denied	2 – both denied
Reconsideration of Other Adverse Certification Decision	0	1 - denied



# Questions?

Visit *nrpp.info* → Home → File a Complaint

Amy Roedl: [proficiency.director@nrpp.info](mailto:proficiency.director@nrpp.info)