

Guaranteed Watt Saver Systems, Inc. Process for Complaint Resolution

The following procedure will be followed for any client and/or Rater complaints received by GWS:

1. This process will be distributed to all GWS HERS Raters, as well as posted under the CONTACT US section at www.gwssi.com
2. All complaints will originally be sent to Rater Support, for processing.
3. Rater Support will log the complaint into the log, noting the appropriate information.
4. Rater Support types an email to Rogge Miller, QA Designee describing the situation.
5. Mr. Miller contacts the parties involved and determines the cause of the complaint.
6. Mr. Miller attempts to evaluate the complaint based upon proper rating protocol as found in the RESNET standards of practice.
7. Mr. Miller documents steps taken to resolve the complaint.
8. All findings are communicated to the client/builder and HERS Rater.
9. Any disciplinary and or training issues discovered during the evaluation of the complaint are addressed with the HERS Rater.
10. After 30 days, Mr. Miller follows-up with the Rater to verify that any necessary training has been completed and implemented.
11. Mr. Miller reports actions taken and resolution to RESNET.

Any Rater receiving 3 unresolved complaints in the same fiscal period will be placed on probation. During the probation period, the Rater will be required to take additional training under GWS supervision. All costs associated with the required training and follow-up visits will be paid by the Rater.

Any action on the part of the Rater that is found to be fraudulent or malicious is grounds for immediate dismissal as a GWS Rater.