Abnormal results from inspections or maintenance ➔ Health related complaints to OH&S Unit ➔ Building related complaints to P&F Works Section ➔

Record Complaint

Complaint/Incident investigated by P&F/OH&S
- interview affected people
- walkthrough inspection
- conduct monitoring of IAQ parameters

Is there an explanation for complaint/incident?
- thermal comfort
- mould growth
- smells - work activities
- building materials

NO ➔ Collect additional information:
- further monitoring
- pollutant pathways and sources

YES ➔ Develop one or more hypotheses to explain problem. Test by manipulating building conditions or exposure or by performing tests

NO ➔ Do results support hypotheses?

YES ➔ Attempt to control problem (P&F to action)
- if still under defects liability, contact relevant contractor to deal with problem

NO ➔ Is problem solved?

YES ➔ Feedback to building occupants/complainants

NO ➔ Does problem still exist?

YES ➔ Contact appropriate party

END