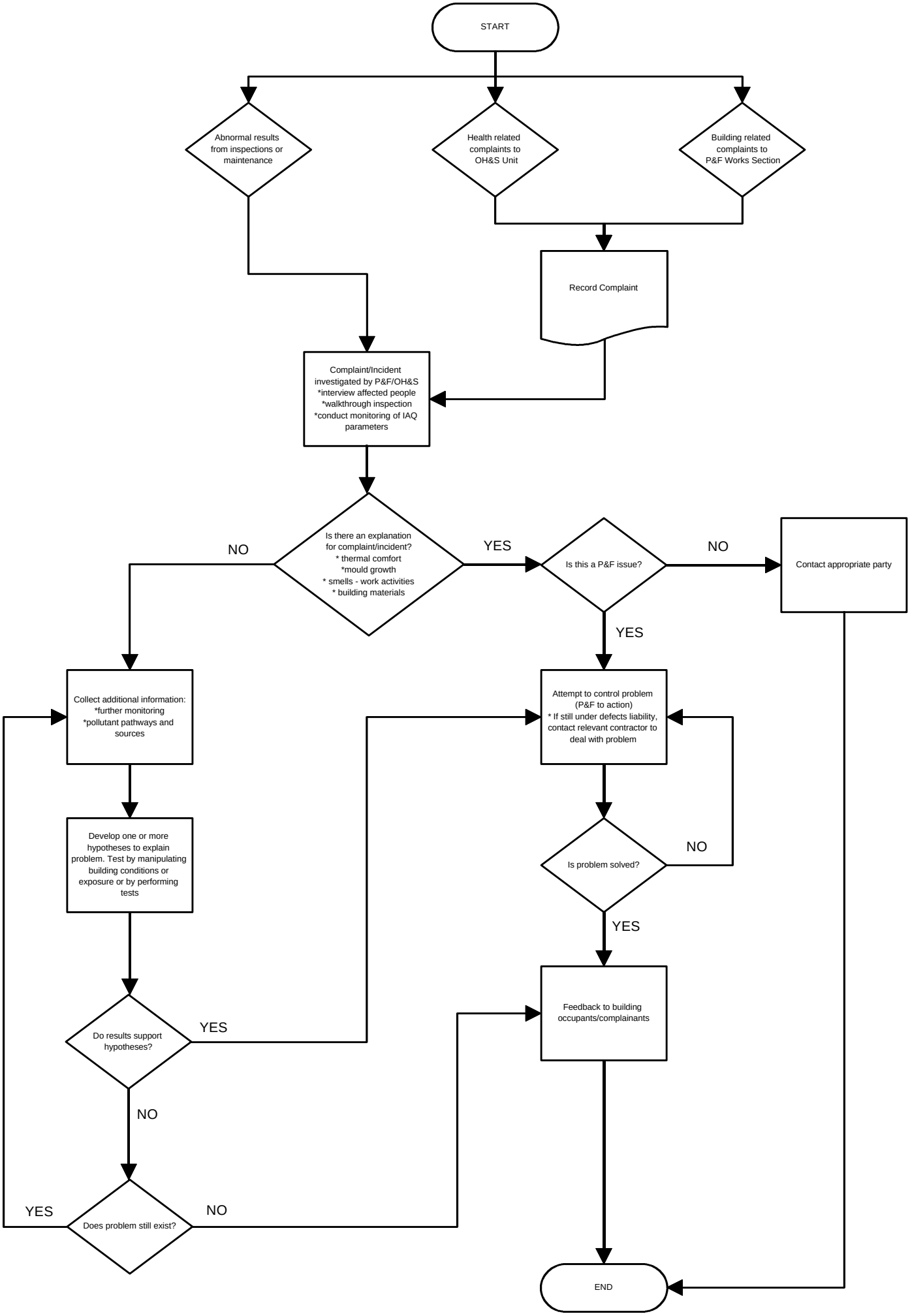
START
Abnormal results from inspections or maintenance
Health related complaints to OH&S Unit
Building related complaints to P&F Works Section
Record Complaint
Complaint/Incident investigated by P&F/OH&S
*interview affected people
*walkthrough inspection
*conduct monitoring of IAQ parameters
Is there an explanation for complaint/incident?
* thermal comfort
*mould growth
* smells - work activities
* building materials
NO
YES
Is this a P&F issue?
NO
Contact appropriate party
YES
Collect additional information:
*further monitoring
*pollutant pathways and sources
Develop one or more hypotheses to explain problem. Test by manipulating building conditions or exposure or by performing tests
Do results support hypotheses?
YES
NO
Does problem still exist?
YES
NO
Attempt to control problem (P&F to action)
* If still under defects liability, contact relevant contractor to deal with problem
Is problem solved?
NO
YES
Feedback to building occupants/complainants
END