

Process for becoming an IICRC Certified Firm

Firms must first fill out a Certified Firm Application Request Form and submit to IICRC headquarters with a non-refundable \$25 application fee. The Certified Firm Application Request Form is included with these instructions.

Once the request form is received and reviewed to make sure the Certified Technicians are still with the firm and have a current registration, the firm will be sent a Certified Firm Application and Code of Ethics.

The firm must sign and return a completed application and the IICRC Certified Firm Code of Ethics, along with a copy of its business license (if applicable), proof of insurance, and a non-refundable \$125 for the first year's registration fees.

If a firm does not meet the requirements to become an IICRC Certified Firm upon submission of a Certified Firm application, the pending application will be held for up to six months. During this period, the firm is allowed to take the necessary steps to meet the requirements.

All Certified Firms will have a common anniversary date of December 1 of each year. The first annual renewal bill will be prorated based on the acceptance date of the original registration. For example, if the firm became registered on June 1 of the year at which time it paid the \$125 annual registration, the annual renewal bill in November would be \$63.00. Thereafter, the annual renewal bill will be equal to the full annual renewal amount set by the IICRC Board of Directors.

When a firm is 90 days delinquent on its fees, the firm will be dropped from the roster. The firm may be reinstated when requirements are met and fees are paid.

Certified Firms are not eligible to order supplies or receive Certified Firm credentials until such time they meet all requirements.

Only Certified Firms may display the Certified Firm registered trademark.

IICRC Certified Firm **Complaint Policy**

- ◆ Certified Firms agree to accept and abide by the IICRC complaint policies and procedures, as well as decisions of the IICRC Certified Firm and Registrant Complaint Committee. These policies are designed to help ensure that customer's service expectations are realized.
- ◆ Certified Firms shall have a written complaint procedure. The IICRC will provide procedures and forms upon request by Certified Firms.
- ◆ Certified Firms shall attempt to resolve customer complaints in a timely and professional manner.
- ◆ Certified Firms agree to send all unresolved complaints to the IICRC Certified Firm and Registrant Complaint Committee for further action.

IICRC Certified Firm **Complaint Procedure**

- 1) Upon receipt of a customer complaint, the Certified Firm must contact the customer within two (2) business days, if possible, to:
 - A: Determine the nature of the complaint (i.e. administrative, procedural, or technical)
 - B: Determine the extent and legitimacy of the complaint
 - C: Provide the consumer with the IICRC contact information
- 2) Upon determination that the complaint is administrative or procedural in nature, a representative of the Certified Firm will attempt to arrive at a mutually agreeable resolution of the situation, with the customer. If this cannot be accomplished, the Certified Firm will send written notification of the complaint, along with documentation of all attempts at mediation, to IICRC Headquarters, for review and possible action by the IICRC Certified Firm and Registrant Complaint Committee
- 3) Upon determination that the complaint is either technical in nature, or relates to physical property of the consumer, a representative of the Certified Firm will attempt to schedule an appointment for inspection and/or re-service to the areas or items in question. If this cannot be accomplished, or if the service is unsuccessful, the Certified Firm will attempt to arrive at a mutually agreeable resolution of the situation, with the consumer. If this cannot be accomplished, the Certified Firm will send written notification of the complaint, along with documentation of all attempts at mediation, to the IICRC Headquarters, for review and possible action by the IICRC Certified Firm and Registrant Complaint Committee.



Institute of Inspection, Cleaning and Restoration Certification

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CERTIFIED FIRM APPLICATION REQUEST FORM

Date: _____

Name: _____ Title: _____

Company Name: _____

Company Address: _____

City: _____ State/Prov: _____ Zip/Postal Code: _____

Country: _____ Mobile/Pager: _____

Phone: _____ Fax: _____

E-Mail: _____ Web site: _____

If you know the names of IICRC Certified Technicians currently employed by the firm, please list their names here:

Request for Certified Firm Application fee is \$25.00 (U.S. Funds) and must accompany this form. Fees are nonrefundable.

Check or Money Order enclosed or:

Please charge my: Visa MasterCard American Express V-Code: _____

Account number: _____ Expiration date: _____

Cardholder Name: _____

Signature: _____

Send fee along with this completed request form to:

IICRC
2715 East Mill Plain Blvd
Vancouver, Washington 98661

An additional annual fee for Certified Firm Status is \$125 (U.S. funds) and must accompany your final application.

If the firm does not meet the requirements to become an IICRC Certified Firm upon submission of this request, the pending application will be held for six months.