

ENEFEN prides itself on having qualified, knowledgeable people and world class service. If you have a concern about our people, our performance, our findings, our service or our scope, we want to know about it. Let us know about it. We will never discriminate against you or your company for expressing a concern or making a complaint.

Depending on the type of concern, we will address it as follows:

### To contest a Non-Conformance:

If you believe that we have made an incorrect finding on an item, settings or process on a specific project, you may contest the non-conformance by following the POC process. Clearly identify the item being contested and the reason. You should use the Description box to explain the reason for contesting. You also have the ability to upload photos with captions to explain your reasons.

Go to the ENEFEN Customer Portal at [nfnportal.com](http://nfnportal.com) and select "Project Status and Submittals" from the main menu. Next, select your project and the non-conformance item. If multiple devices are named in the non-conformance and only one device is being contested, such as upstream venting, please clearly identify which device is being contested.

Upload pictures or documents that support your claim and write a brief description. The review for your contested item will be processed and the item will be updated in the POC system. You will receive either a Rejection or Acceptance email from us. You may also use the ENEFEN Customer Portal to check on the results of the review.

Should further discussion be needed please contact Susan at 780-665-2863 ext. 17.

### To request a variance:

If you have a product, combination of products, process or settings which are not compliant but you believe provide the same or more safety than the code requires, you can request a variance through the POC process.

After you submit the variance request, we will review your request and either Accept or Reject it. If we accept it, we will submit it to the AHJ. If the AHJ does not reject the request, we will notify you and detail it in your final report.

### To complain about or compliment an employee:

If you have received either exceptional or poor service from an ENEFEN employee, you can let us know by sending an email to Jozef Jachniak, our President, at [jjachniak@enefen.com](mailto:jjachniak@enefen.com). Please include your phone number so we can get additional detail if needed. If Jozef is the subject of your complaint, he will refer it to the Operations Manager.

When we receive your email, we will respond back with an acknowledgement and, for complaints, will investigate the matter. Once we have resolved the matter, we will send you a description of our resolution.

**To complain about our services or performance:**

If you have a complaint about our service or performance, you can let us know by sending an email to Jozef Jachniak, our President, at [jjachniak@enefen.com](mailto:jjachniak@enefen.com). Please include your phone number so we can get additional detail if needed.

When we receive your email, we will respond back with an acknowledgement and, after we review the details, and possible improvements, we will send you a description of what we intend to do.

**To complain about the scope of our work:**

If you are concerned about what we do or do not cover in our inspections or certifications, you can let us know by sending an email to Jozef Jachniak, our President, at [jjachniak@enefen.com](mailto:jjachniak@enefen.com). Please include your phone number so we can get additional detail if needed.

When we receive your email, we will respond back with an acknowledgement and, after we review the details, we will send you a description of why we define our scope as we do. If you don't find this satisfactory, you may complain to the Standards Council of Canada. The SCC is the final level of appeal in disputes regarding conformance with accreditation criteria, and ENEFEN will abide by their decision.