



RADON CONSUMER COMPLAINT GUIDANCE

The Colorado Department of Public Health and Environment (CDPHE) maintains a complaints tracking system to assist consumers in their quest to hire a radon contractor. CDPHE also provides a list of radon professionals who are certified by either the National Radon Proficiency Program (NRPP) or the National Radon Safety Board (NRSB).

This guidance is being provided to citizens who have a complaint regarding the quality of work performed by a radon professional. Although CDPHE recommends that all radon professionals follow EPA protocols for testing and mitigation, CDPHE is not responsible for reviewing the quality of the work performed by the radon professionals, or ensuring that they adhere to EPA protocol, state or local codes and/or other accepted practices.

The certifying organization may consider de-listing an individual based on complaints from consumers. Consumers are advised to contact the organization that certified the radon professional directly as well as filing a complaint with CDPHE. Contact information follows:

NRPP

P.O. Box 2109
Fletcher, NC 28732
Phone: (800) 269-4174
Direct: (828) 890-4117
Fax: (828) 214-6299
Email: info@nrpp.info
Web site: www.nrpp.info

NRSB

14 Hayes Street
Elmsford, NY 10523
Phone: (866) 329-3474
Fax: (914) 345-1169
Email: info@nrsb.org
Web site: www.nrsb.org

If you are filing a complaint with CDPHE, please fill out the CDPHE radon complaint form and submit it to:

Chrystine Kelley
Colorado Department of Public Health and Environment
HMWMD-B1
4300 Cherry Creek Dr. S.
Denver, CO 80246

