

## **Indoor Air Quality Resolution Process**

Complaint/request submitted to Environmental Health and Safety (EH&S) or Facilities Planning and Management (FP&M) or appropriate facility management team (for example Athletics, Memorial Union, Student Affairs, Iowa State Center, Reiman Gardens, Alumni Center, Research facilities)

### **If reported to EH&S:**

EH&S will conduct an on-site assessment with customer.

Assessment may involve FP&M to understand building HVAC equipment operation, condition; other activities which contribute to complaint.

EH&S develops remediation plan; monitors remediation action items. Action items may involve FP&M or other facility management teams.

A work order request is entered in work management system.

### **If reported to FP&M/other Facility Management Teams:**

Will conduct an on-site assessment with customer; develop remediation plan, monitor remediation action items.

May contact EH&S for assistance to assess complaint/request with customer; develop remediation plan; monitor remediation action items.

A work order request is entered in work management system.