



# National Fenestration Rating Council Incorporated

**FS-1105** [E0A3]

The FenStar Feedback, Complaint, and Appeal Procedure

---

**© 2018 NATIONAL FENESTRATION RATING COUNCIL, INC.**

**PREPARED BY:**

National Fenestration Rating Council  
6305 Ivy Lane, Suite 140  
Greenbelt, MD 20770  
Voice: (301) 589-1776  
Fax: (301) 589-3884  
Email: [FCP@nfr.org](mailto:FCP@nfr.org)  
Website: [www.nfr.org](http://www.nfr.org)

Document Control:

**Issue Date:** 2019-10-07

**Approved by Director, Programs on:** 2019-10-07

Printed copies of this document are uncontrolled.

© 2017. National Fenestration Rating Council Incorporated (NFRC). All rights reserved. *NFRC publications and documents are protected by copyright.* Any use of NFRC publications and documents, including reproduction or dissemination, in whole or in part, requires authorization by NFRC pursuant to NFRC's terms of use located at <http://www.nfrc.org/terms-of-use.aspx>.

© 2017. National Fenestration Rating Council Incorporated (NFRC). All rights reserved. *NFRC's FenStar Certified Products Directory is protected by copyright.* Any use of the NFRC FenStar Certified Products Directory, including reproduction or dissemination, in whole or in part, requires authorization by NFRC. pursuant to NFRC's FenStar terms of use located at <http://www.nfrc.org/FenStar-terms-of-use.aspx>.



## ***FOREWORD***

The FenStar™ Certification Program is the formal name of the Environmental Protection Agency (EPA)-recognized certification program that performs third-party conformity assessment activities for window, door and skylight products. Products are submitted for ENERGY STAR® certification after ratings have been certified by the NFRC Product Certification Program (PCP). Window, door and skylight products that are evaluated to meet ENERGY STAR requirements are officially certified as ENERGY STAR by the FenStar Certification Program.

The FenStar Certification Program is operated by the National Fenestration Rating Council Incorporated (NFRC). NFRC developed and operates a uniform rating system for energy and energy-related performance of windows, doors, and skylights. The FenStar Certification Program is available only to active licensees in the NFRC Product Certification Program (PCP).

Through the FenStar Certification Program, manufacturers shall demonstrate their products meet all applicable ENERGY STAR performance parameters prior to being labeled as ENERGY STAR certified. Further, the partner shall demonstrate, through verification testing, the product continues to meet the ENERGY STAR requirements to maintain its ENERGY STAR certification through the FenStar Certification Program.

If there are changes that affect the performance of the product with respect to the relevant ENERGY STAR program requirements, the partner shall report these changes to The FenStar Operations Staff.

Manufacturers authorize the FenStar Operations Staff to share the results of any relevant testing or product review with the EPA.

NFRC, specifically the FenStar Certification Program, is ANSI-accredited as a certification body to the ISO/IEC 17065 standard.

The following referenced documents are indispensable for the application of the FenStar Certification Program. The latest edition of the referenced document (including any amendments) applies. These are not auditable standards and are used solely for guidance.

- [NFRC 700: Product Certification Program](#). National Fenestration Rating Council: Greenbelt, MD; 2017. [www.nfrc.org](http://www.nfrc.org)

- [ANSI/NFRC 100: Procedure for Determining Fenestration Product U-factors.](#) National Fenestration Rating Council: Greenbelt, MD; 2017. [www.nfrc.org](http://www.nfrc.org)
- [NFRC 102: Procedure for Measuring the Steady-State Thermal Transmittance of Fenestration Systems.](#) National Fenestration Rating Council: Greenbelt, MD; 2017. [www.nfrc.org](http://www.nfrc.org)
- [ANSI/NFRC 200: Procedure for Determining Fenestration Product Solar Heat Gain Coefficient and Visible Transmittance at Normal Incidence.](#) National Fenestration Rating Council: Greenbelt, MD; 2017. [www.nfrc.org](http://www.nfrc.org)
- [ANSI/NFRC 400: Procedure for Determining Fenestration Product Air Leakage.](#) National Fenestration Rating Council: Greenbelt, MD; 2017. [www.nfrc.org](http://www.nfrc.org)
- ASTM E283 – 04(2012): Standard Test Method for Determining Rate of Air Leakage Through Exterior Windows, Curtain Walls, and Doors Under Specified Pressure Differences Across the Specimen. ASTM International, West Conshohocken, PA, 2006, DOI: 10.1520/E0283-04R12.
- ENERGY STAR Directives:  
[https://www.energystar.gov/index.cfm?c=third\\_party\\_certification.tpc\\_directives](https://www.energystar.gov/index.cfm?c=third_party_certification.tpc_directives)

To participate in the Certification Programs, a Manufacturer/Responsible Party shall rate a product whose energy and energy-related performance characteristics are to be certified in accordance with mandatory NFRC rating procedures. At present, a Manufacturer/Responsible Party may elect to rate products for U-factor, Solar Heat Gain Coefficient (SHGC), Visible Transmittance (VT), Air Leakage (AL), Condensation Resistance, or any other procedure adopted by NFRC, and to include those ratings on the NFRC temporary label affixed to its products or on the NFRC Label Certificate. U-factor, SHGC, VT, AL, and condensation resistance rating reports shall be obtained from a laboratory that has been accredited by NFRC in accordance with the requirements of the NFRC 701.

The FenStar Certification Program evaluates products against the ENERGY STAR certification program requirements.

The FenStar Certification Program maintains a FenStar Program Certified Products Directory (FCPD), listing product lines and individual products selected by the Manufacturer/Responsible Party for which ENERGY STAR certification authorization has been granted.

NFRC owns all rights in and to all documents and procedures, which are a component of the FenStar Certification Program, as well as each of its registration marks, trade names, and other intellectual property.

For additional information on the roles of those entities associated with the NFRC PCP (IAs and laboratories, and operation of the IA Program and Accreditation Program), see the NFRC 700: Product Certification Program, NFRC 701: Laboratory Accreditation Program (LAP), and NFRC 702: Certification Agency Program (CAP) documents.

**National Fenestration Rating Council**

6305 Ivy Lane, Suite 140

Greenbelt, MD 20770

Voice: (301) 589-1776

Fax: (301) 589-3884

Email: [fc@nfr.org](mailto:fc@nfr.org)

Website: [www.nfr.org](http://www.nfr.org)



## ***DISCLAIMER***

The use of the FenStar™ Certification Program as a Certification Body does not constitute a warranty by the NFRC or the FenStar Certification Program regarding the energy performance properties of windows, doors, and skylights. The rating indices are not an endorsement of, or recommendation for, any windows, doors, or skylights. The FenStar Certification Program is not a merchant in the business of selling windows, doors, or skylights, and therefore, cannot warrant products as to their merchantability or fitness for a particular use.

The FenStar Certification Program, therefore, disclaims any and all liability, including but not limited to, damages for personal or other injury, lost profits, lost savings or other consequential or incidental damages that may arise from or in connection with:

- A. services provided by, decisions made by, or reports issued or granted by any ENERGY STAR Partner;
- B. reliance on the FenStar Certification Program product description, specification, rating or test, whether appearing in a report, in a product Certificate of Authorization (CA) or a printed or electronic directory, or on a label; or
- C. the sale or use of the FenStar Certification Program certified windows, doors, or skylights.



## Table of Contents

<b>Foreword</b>		<b>iii</b>
<b>Disclaimer</b>		<b>vi</b>
<b>1. Introduction and Purpose</b>		<b>1</b>
<b>2. Definitions</b>		<b>1</b>
<b>3. Evaluation of Communication</b>		<b>1</b>
3.1 RECORDING COMMUNICATION		2
3.2 CATEGORIZING COMMUNICATION		2
3.3 ROUTING COMMUNICATION		2
<b>4. Evaluation of Feedback</b>		<b>4</b>
4.1 REVIEW OF FEEDBACK		4
4.2 FINDINGS AND NOTIFICATIONS		4
4.3 RECORD CLOSEOUT		4
<b>5. Evaluation of Complaints</b>		<b>5</b>
5.1 REVIEW OF COMPLAINT		5
5.2 VERIFICATION POLICY ADVISORY GROUP (VPAG)		5
5.3 FINDINGS AND NOTIFICATIONS		5
5.4 RECORD CLOSEOUT		5
<b>6. Appeals</b>		<b>6</b>
6.1 REVIEW OF APPEAL		6
6.2 FINDINGS AND NOTIFICATIONS		7
6.3 RECORD CLOSEOUT		7

---

## **1. INTRODUCTION AND PURPOSE**

---

The FenStar® Certification Program has established rules for the evaluation of Feedback, Complaints and Appeals relating to the ENERGY STAR® certification program, from all interested parties. This procedure provides the steps necessary for staff to classify communication, evaluate feedback or complaints, and the resolution of these activities.

This procedure ensures that a mechanism exists to capture, address and remedy feedback and complaints. Staff involved in these activities shall complete the processes outlined in this procedure in an impartial and confidential manner. In addition to staff, other interested parties may be contacted in order to resolve feedback and complaints, including ENERGY STAR, FenStar Licensees, or others.

---

## **2. DEFINITIONS**

---

For the purposes of this procedure, the following terms are *defined as*:

Appeal – a formal request to reevaluate or change a decision relating to the FenStar Certification Program or FenStar Certified Product.

Complaint - a statement that expresses concern, dissatisfaction, or a violation relating to the FenStar Certification Program or FenStar Certified Product.

Feedback - information which can be used to reinforce, clarify, improve, influence, refine, and or praise aspects of the FenStar Certification Program or FenStar Certified Product.

Interested Party – individual(s) or organization(s) that have a vested interest in an aspect or outcome relating to the FenStar Certification Program or FenStar Certified Product.

Management Committee - NFRC Staff that directs the activity of FenStar Staff, ensuring compliance with the Scheme and Program requirements.

Responsible Party – an individual or group responsible for ensuring the completion of the established process.

---

## **3. EVALUATION OF COMMUNICATION**

---

Upon receipt of communication from an interested party, staff shall complete the following process steps:



### **3.1 Recording Communication**

- A. Utilize FS-1105-F1 Feedback, Complaint and Appeal Form to capture the following details from the interested party:
  - a. Individual or Organization Name
  - b. Contact information
  - c. FenStar Licensee Detail (if applicable)
  - d. FenStar Certified Product Detail (if applicable)
  - e. Communication from interested party, including any supporting documentation.

### **3.2 Categorizing Communication**

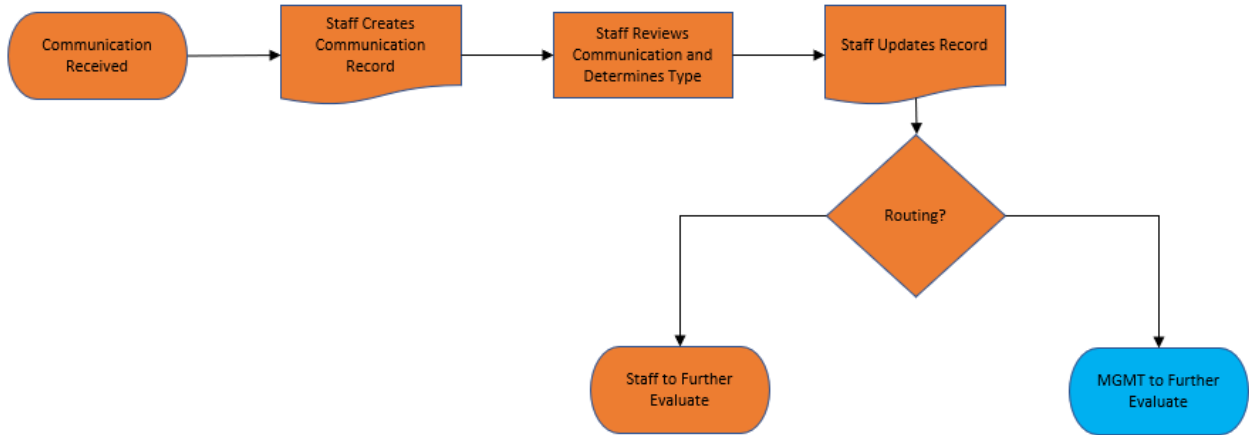
- A. Based on the provided definitions, staff determines which type of communication has been provided by the interested party.
- B. Staff updates FS-1105-F1 with type of categorization.

### **3.3 Routing Communication**

- A. Feedback and Complaints which do not pertain to staff are further evaluated by staff.
- B. Feedback and Complaints which do pertain to staff are further evaluated by Management committee. Any staff member who is the cause of a complaint shall not be involved in the complaint resolution decision. Any staff member providing consultancy for a complainant or who had been employed by the complainant shall not be involved in any complaint resolution involving the complainant for a period of 2 years after the consultancy or employment has ended.
- C. Appeals are further evaluated by Management committee with input from VPAG. Any staff member involved in the original decision being appealed shall not be involved in the decision on the appeal. Any staff member providing consultancy for an appellant or who had been employed by the appellant shall not be involved in any appeal resolution for the appellant for a period of 2 years after the consultancy or employment has ended.

Staff shall evaluate communication per the process below.

### Evaluation of Communication Flowchart



## 4. EVALUATION OF FEEDBACK

Upon receipt of feedback from an interested party, staff shall complete the following process steps:

### 4.1 Review of Feedback

- A. Responsible party decides which type of feedback has been submitted, Germane or Non-Germane:
  - i. Germane - requires consideration or potential action relating to the FenStar Certification Program or a FenStar Certified Product.
  - ii. Non-Germane – Cannot be substantiated.

### 4.2 Findings and Notifications

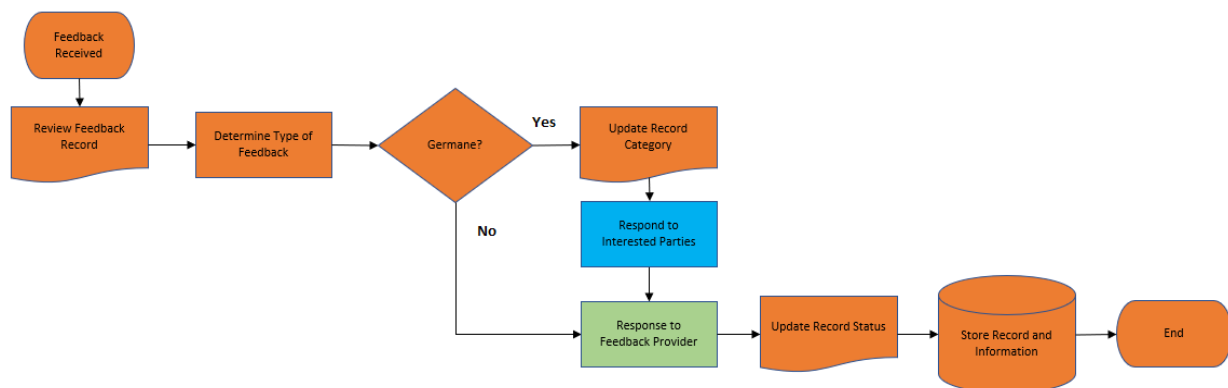
- A. FS-1105-F1 updated with type of categorization.
- B. As necessary, responsible party forwards all information relating to this record to additional interested parties for consideration.
- C. Responsible party responds to feedback provider.

### 4.3 Record Closeout

- A. FS-1105-F1 updated with the feedback status.
- B. Responsible party ensures the record and all related documentation are digitized and stored on the server as necessary. Records shall be stored in FenStar>Records>Feedback-Complaints-Appeals Records.

Responsible party shall evaluate feedback per the process below.

Evaluation of Feedback Flowchart



---

## 5. EVALUATION OF COMPLAINTS

---

Upon receipt of a complaint from an interested party, staff shall complete the following process steps:

### 5.1 Review of Complaint

- A. Responsible party gathers submitted complaint and supporting evidence.
- B. Responsible party decides which type of complaint has been submitted, Germane or Non-Germane:
  - i. Germane - requires consideration or potential action relating to the FenStar Certification Program or a FenStar Certified Product.
  - ii. Non-Germane – Cannot be substantiated.
- C. Responsible party reviews complaint, evidence, requirements of the FenStar Certification Program, and the requirements of ENERGY STAR.

### 5.2 Verification Policy Advisory Group (VPAG)

- A. Complaints which involve a potential threat to impartiality shall be reviewed by the VPAG. Other complaints shall be submitted to the VPAG at staff's discretion.

### 5.3 Findings and Notifications

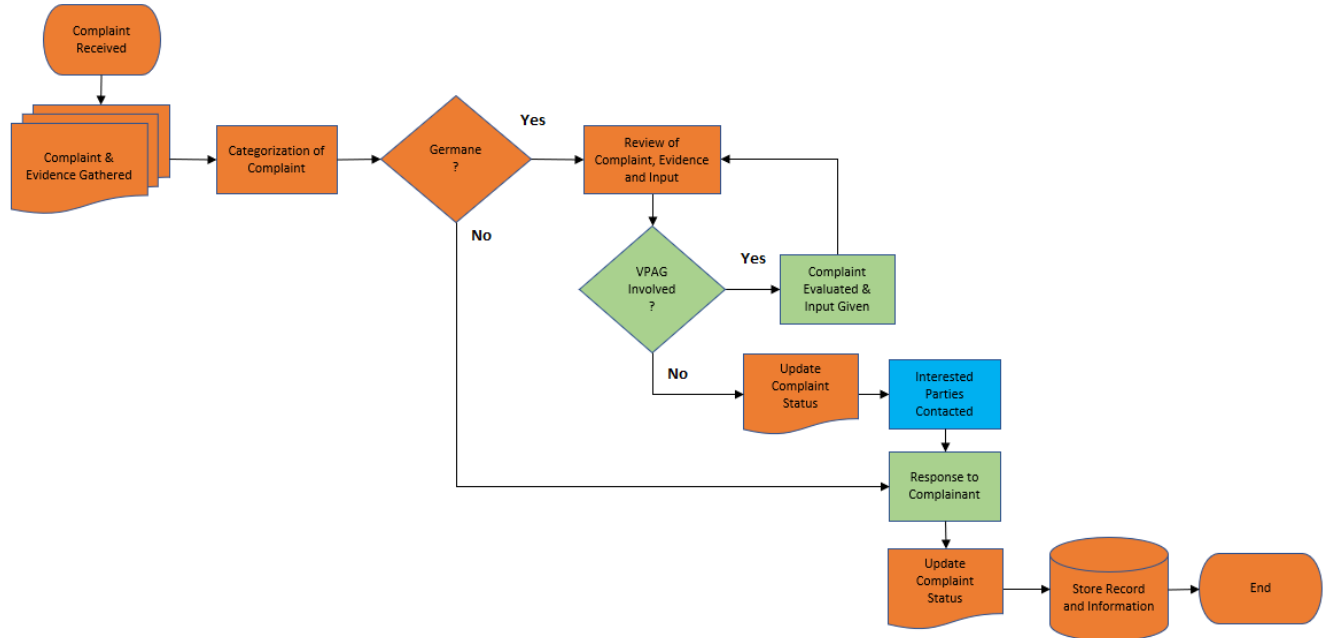
- A. FS-1105-F1 updated with the complaint status.
- B. As necessary, responsible party shall forward all information relating to this record to additional interested parties for review or further action.
- C. C. Responsible party shall respond to complainant with notification of findings.

### 5.4 Record Closeout

- A. FS-1105-F1 updated with results.
- B. Responsible party ensures the record and all related documentation are digitized and stored on the server as necessary. Records shall be stored in FenStar>Records>Feedback-Complaints-Appeals Records.

Responsible party shall evaluate complaints per the process below.

### Evaluation of Complaint Flowchart



---

## 6. APPEALS

---

Upon receipt of an appeal from an interested party, staff shall complete the following process steps:

### 6.1 Review of Appeal

- A. Management committee reviews the evidence that lead to the decision in question.
- B. Management committee apprises the VPAG of original decision and appeal.
- C. Management committee evaluates appeal and VPAG input.
- D. Management committee determines if submitted appeal and supporting evidence meet the requirements of the FenStar Certification Program, and or the requirements of ENERGY STAR.

- E. Management committee may request additional information to be further evaluated in support of the appeal.

## 6.2 Findings and Notifications

- A. Management committee updates FS-1105-F1 with decision of appeal.
- B. As necessary, Management committee shall forward all information relating to this record to other parties as allowed by the program rules for review or further action.
- C. Management committee shall respond to appellant with notification of findings.

## 6.3 Record Closeout

- A. Management committee updates FS-1105-F1 with the appeal status.
- B. Management committee ensures the record and all related documentation are digitized and stored on the server as necessary. Records shall be stored in FenStar>Records>Feedback-Complaints-Appeals Records.

Management committee shall evaluate appeals per the process below.

Appeal Evaluation Flowchart

