

# Indoor Air Quality Complaints and Investigation Policy



Create a procedure for investigating worker indoor air complaints.

OHS laws require employers to ensure indoor air quality (IAQ). But workers may still have complaints about the IAQ and even symptoms associated with poor air quality like coughing, sneezing, headache or eye and throat irritation. That's why you should have a system in place for responding to such complaints, particularly during the current COVID pandemic. In 2 jurisdictions' Federal and BC'performing an air quality investigation in response to complaints is expressly required. But whether it's a legal requirement or a Best Practice, here's a Model Policy you can use for responding to IAQ complaints.