



# PINELLAS COUNTY CONSTRUCTION LICENSING BOARD

## COMPLAINT FORM INSTRUCTIONS

If the work or possible violation you are concerned about was performed within Pinellas County, Florida, please fill out this form and submit it by mail or in person (DO NOT FAX) with all supporting documentation to the **Pinellas County Construction Licensing Board, 12600 Belcher Road, Suite 102, Largo, FL 33773**. Please note that the work or violation must have occurred within Pinellas County, Florida. If it was not, you should file with the appropriate county.

If the contractor is a State Certified Contractor, you should also file a complaint with the State of Florida 850-487-1395. You may file online at <http://myfloridalicense.com/entercomplaint.asp> or print the complaint form and mail to: Department of Business and Professional Regulation, Division of Regulation/Compliance-Consumer Services, 2601 Blair Stone Road, Tallahassee, FL 32399-0782.

If you feel there is consumer harm, you may file online with the Pinellas County Consumer Protection, 727-464-6200, at <http://www.pinellascounty.org/consumer/complaint.htm> or email to [consumer@co.pinellas.fl.us](mailto:consumer@co.pinellas.fl.us).

Should you find it necessary to file a complaint against a contractor in Pinellas County, Florida, please complete all areas of this form which apply to your particular complaint. If you do not have sufficient space to describe your complaint, please use an additional sheet.

Any investigation or administrative proceeding against the subject of your complaint will rely upon the information you provide. **All allegations and supporting documentation MUST be provided at the time you file the complaint. If you do not provide copies of supporting documents, it will delay the handling of your complaint.** Please send legible copies. Originals will not be returned.

Supporting documentation includes but is not limited to:

Contracts/estimates/proposal

Change orders

Proof of payment (front and back of checks)

Warranty

Correspondence

Building permit

Liens

Advertising (business card provided, etc.) and explanation of where and when obtained

Photographs (if labeled, please label on the front)

All information provided in this complaint, including supporting documentation, is public record under the Florida Public Records Law. Please cross out any account numbers or social security numbers before submitting.

Complaints are assigned to an investigator after they are received. We will evaluate the complaint to determine whether we may have authority to take action in the matter and you will be notified if we require further information.

Your complaint will no doubt indicate that the contractor has performed in some manner or committed some act which you believe to be wrong, unethical or illegal. While this may be true, our jurisdiction is limited to certain prohibited activities prescribed in State Statutes and/or County Ordinances, which regulate the contractor in his profession. Other acts committed by the contractor may be civil in nature and fall within the jurisdiction of the courts.

Investigations differ in complexity and duration due to various factors, so providing a time of completion is not possible.



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## ***Complaint Form Instructions pg 2***

### **If your complaint is against a licensed contractor:**

A copy of your complaint will be sent to the contractor, along with a cover letter requesting his/her response and advising him/her that the complaint may result in a hearing before the PCCLB.

Your complaint will then be prepared to be presented for review at the next scheduled Probable Cause meeting along with the contractor's response and any additional evidence obtained during the investigation. Please note that this is NOT a disciplinary hearing or a forum for each side to argue their case. (Neither the complainant nor the contractor need to be present at these meetings). The Probable Cause Committee makes the determination of whether there is probable cause to believe there is a code or licensing violation in order to proceed with the complaint or whether it is a civil matter. In some cases, the complaint may be "tabled" until further information is obtained. Probable Cause meetings are normally scheduled approximately every other month.

Should a probable cause determination be found your complaint will proceed to an Administrative Complaint and the contractor will be allowed to choose whether he wants to try to resolve the complaint with the Director and the Investigator; choose to appear at an Informal Hearing before the Board of the Pinellas County Construction License Board; or choose to appear before an Administrative Law Judge with the State Of Florida Division of Administrative Hearings.

### **If a complaint is against an unlicensed person/company:**

Citations will be written accordingly if there appears to be a violation of the licensing laws. Once the person/company receives the citation(s), they will be given the option to pay the fine or to contest the citation in front of a Special Magistrate. Should a hearing be scheduled, you may be asked to testify at the hearing.



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COMPLAINANT INFORMATION			
Name			
Mailing Address	City	State	Zip Code
Phone Number		E-Mail Address	
Unlicensed Activity Complaint? Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown <input type="checkbox"/>			
I am complaining in my capacity as a:			
<input type="checkbox"/> Homeowner	<input type="checkbox"/> Contractor		
<input type="checkbox"/> Owner of Commercial Structure	<input type="checkbox"/> Subcontractor		
<input type="checkbox"/> Building Department	<input type="checkbox"/> Supplier		
<input type="checkbox"/> Investor or Rental Property Owner	<input type="checkbox"/> Other: _____		
PRIVATE ATTORNEY FOR COMPLAINANT (IF APPLICABLE)			
Attorney Name		Company	
Mailing Address	City	State	Zip Code
Phone Number		E-Mail Address	

SUBJECT OF COMPLAINT			
Name		Company	
Mailing Address	City	State	Zip Code
Phone Number		E-Mail Address	
License Number (if known)			
How did you learn of this person/company?			
PRIVATE ATTORNEY FOR SUBJECT OF COMPLAINT (IF APPLICABLE)			
Name		Company	
Mailing Address	City	State	Zip Code
Phone Number		E-Mail Address	

WORK-SITE ADDRESS			
Physical Address			
City	State	Zip	County
Type Of Building			
<input type="checkbox"/> Residential			
<input type="checkbox"/> Condo/Townhome			
<input type="checkbox"/> Mobile Home			
<input type="checkbox"/> Commercial Business			



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## COMPLAINT QUESTIONS

Select the category that best summarizes the work the contractor did for you or that you were involved in:

- |  |  |
|--|--|
| <input type="checkbox"/> Built house                                       | <input type="checkbox"/> Built addition to house                             |
| <input type="checkbox"/> Remodeled house                                   | <input type="checkbox"/> Built commercial structure                          |
| <input type="checkbox"/> Air-conditioning or heating work at house         | <input type="checkbox"/> Remodeled or built addition to commercial structure |
| <input type="checkbox"/> Re-roofed or repaired part of the roof of a house | <input type="checkbox"/> Commercial roof work                                |
| <input type="checkbox"/> Built residential pool                            | <input type="checkbox"/> Electrical work                                     |
| <input type="checkbox"/> Plumbing work                                     | <input type="checkbox"/> Other: _____  |

Please select the categories below that best describe your basic complaint:

- No permit
- Expired permit
- Contractor abandoned job
- Job finished, but contractor will not correct problems
- Roof leaks; contractor will not repair
- Contractor failed to pay subcontractors/suppliers
- Poor workmanship by contractor
- Contractor taking unreasonably long time to do the job
- Other \_\_\_\_\_

Have you filed, or planning to file, the complaint with any other agencies? Yes  No   
If yes, which ones?

## BUILDING CODE COMPLIANCE

1. Was a permit required for the work? Yes  No  Don't Know

2. If required, was a building permit obtained? Yes  No  Don't Know

If yes, what is the name of the building department? \_\_\_\_\_

3. Permit Number

4. Date Issued

5. Who pulled the permit?

6. Was the permit obtained on time? Yes  No  Don't Know

7. Have there been any inspections of the work performed? Yes  No   
If so, what were the results?

8. Has a final inspection been passed by the building department? Yes  No   
If not, why?

9. Did the permit Expire without an approved final inspection? Yes  No   
If so, when? \_\_\_\_\_



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## CONTRACT INFORMATION

1. Was your contract :    Written <input type="checkbox"/> Oral <input type="checkbox"/> Both <input type="checkbox"/>
2. What was your contract price?
3. What was the contract execution date?
4. Were there any change orders? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, were they: Written <input type="checkbox"/> Oral <input type="checkbox"/> Both <input type="checkbox"/>
5. Per the contract: What was the work begin date? _____ What was the work end date? _____
6. What work was to be performed under the terms of the contract?
7. Is there a warranty for materials and/or labor?    Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please list the warranty begin date and the length of warranty:    Materials _____    Labor _____
8. At the time you entered into the contract, did you believe the person/company was a licensed contractor? Yes <input type="checkbox"/> No <input type="checkbox"/>
9. What was said, done, written, or shown to you to cause you to believe they were licensed?

## FINANCIAL INFORMATION

1. What is the total amount paid to the contractor to date? \$ _____ If you made payments, please list who received the payments, the date of the payments, the amounts paid, and the form of the payments (check, cash or credit).
2. Is there a balance unpaid? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, how much?
3. Have any liens been filed? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, by whom and how much?
4. Have you paid subcontractors or suppliers directly? Yes <input type="checkbox"/> No <input type="checkbox"/>
5. If you have paid subcontractors or suppliers directly, please explain why, to whom, the amount, when paid and the service(s) performed.



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6. Are there now unpaid bills owed to subcontractors or suppliers which contractor should have paid? Yes  No   
If yes, to whom and how much?

7. Did the contractor sign any statements to the effect that all bills have been paid? Yes  No

8. Has the contractor refunded any money to you? Yes  No   
If yes, how much? \$\_\_\_\_\_

9. Have you filed a civil suit against the contractor? Yes  No   
If yes, have you obtained a judgment? Yes  No

## WORKMANSHIP QUESTIONS

1. Was work begun by the contractor? Yes  No  If yes, what was the date?

2. When was the last time the contractor and/or subcontractors performed work on the jobsite?

3. Explain why you are dissatisfied with the job

4. Have you had discussion with the contractor since the last date of work? Yes  No   
If yes, what was said?

5. If no, what attempts have you made to contact the contractor regarding the issues?

6. If yes, has the contractor offered to make repairs? Yes  No

7. Has the contractor made attempts to make repairs? Yes  No   
If yes, how many times?

8. Have you had any other licensed contractor, architect or engineer inspect the work? Yes  No

9. Did you fire the contractor? Yes  No   
If yes, when and how (i.e. phone, letter, email)

10. Would the contractor be allowed to return to finish work or do repairs? Yes  No

11. Has the job now been completed by you or another contractor? Yes  No

