



Marion County Board of County Commissioners

Building Safety ♦ Licensing

2710 E. Silver Springs Blvd.
Ocala, FL 34470
Phone: 352-438-2429
Fax: 352-438-2430

CONSUMER'S GUIDE TO FILING A CONTRACTOR COMPLAINT

MARION COUNTY LICENSE REVIEW BOARD

In accordance with the Florida Statutes – Chapter 489, Marion County convenes a monthly License Review Board [LRB] to oversee contractor licensing and complaints.

How do I file a complaint?

You can file a complaint in person, mail, email or fax. The form is located on our website - <http://www.marioncountyfl.org/contractorlicensing>

When submitting a complaint you must provide evidence to support your allegation against the contractor. All submissions become part of the Marion County Building Department case file and will not be returned. All supporting evidence should be submitted when you file the complaint.

- If submitting a video, you must submit two: one for the contractor to review prior to the hearing and one for the Building department case file.
- Submit a visual aid only if you are challenging the quality of work performed by the contractor.

What will happen to my complaint?

All complaints are reviewed to determine if it falls within the Board's jurisdiction and is ready to be heard; or if more investigation is required before going before the LRB. Case review prior to the formal hearing may allow facilitation of resolution between the complainant and contractor. It is requested, in the event that you and the contractor resolve the complaint prior to the meeting that you please notify the Marion County Building Department in writing for the case to be either postponed or withdrawn.

What types of issues cannot be reviewed by the Licensing Division?

- Fees and price disputes
- Disagreements over contract terms

Please note that the Licensing Division's inability to investigate a complaint is not due to the lack of concern: Florida law limits the types of complaints the Division can investigate. Whenever possible we will assist you with referring your complaint to another government agency that may be able to help you. You may also wish to speak to a private construction attorney about your rights.

Will my complaint be confidential?

When an investigation is undertaken the Licensing Division must provide a copy of your complaint to the subject of the investigation. Cases involving complaints of unlicensed activity are always public record.

Can I file an anonymous complaint?

No. All complaints filed with the Licensing Division are subject to be heard before the Marion County License Review Board and must identify both the complainant and the contractor.

How long will it take for my complaint to be heard?

On the average complaints can take up to 90 days to be processed.

LIC 2 – REV 3/2015

“Meeting Needs by Exceeding Expectations”



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How often will I be contacted?

The Licensing Division will notify you in writing at various points in the complaint process by certified mail.

What could happen to the contractor because of my complaint?

Discipline may include the suspension or revoking of their county competency card, loss or suspension of permitting privileges, fines by the License Review Board for actions, up to \$5,000.00 or a combination thereof.

Can the License Review Board or the Marion County Building Department help me to recover money?

In most cases the answer is no. Under very limited circumstances the License Review Board may be able to assist you in recovering money through mediation.

Can I be sued for filing a complaint?

Florida law protects any complainant or witness against civil liability for information furnished with respect to any State of Florida Department investigation or administrative proceeding. Unless the complainant or witness acted in bad faith or with malice in providing the information no civil liability or penalty can be brought.

Contact information:

- Online: <http://www.marioncountyfl.org/contractorlicensing>
- Office Hours: Monday –Thursday 8am-4pm & Friday 9am-4pm

Complaints not within the License Review Board jurisdiction:

- Civil Court 352-620-3892
- Better Business Bureau 407-621-3300
- State Attorney's Office 352-620-3800
- Department of Business and Professional Regulation - 850-487-1395
- Legal Aid Service 352-629-0105
- Marion County Sheriff 352-732-8181

Steps you should take:

1. Get estimates for the repairs of job completion from other licensed contractors. These may be needed for later use
2. If the original contractor is not able or willing to satisfactorily complete your job then consider hiring another contractor. Document how the job was left by the initial contractor prior to the new contractor starting.
3. Contact your homeowner's insurance company to inquire about filing a claim for the loss or damage that was caused.
4. Retain copies of all paperwork involved in the complaint. Documentation is a key component for the License Review Board or the Florida State Attorney's office when hearing your case.
5. Keep a log of all communication attempts that were made to resolve the dilemma.

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Action Order # _____	FOR OFFICE USE:
	LRB Case # _____
Code Case # _____	

COMPLAINT FORM - PART I

- Building Code Issues/Permitting Issues Fill out Part I
- Contractor/Licensing Issues Fill out Part I *and* Part II

COMPLAINANT INFORMATION: **DATE OF YOUR CALL or VISIT:** _____

Name: _____

Address: _____

Daytime (8am-5pm) Phone Number: _____ Cell Phone Number: _____

Email (if you would prefer electronic correspondence): _____

Address or Parcel ID that your complaint refers to: _____

Complaint is about: (circle)

- | | | |
|-------------|-------------------|-------------------------|
| Mobile Home | Building Addition | Department Staff Member |
| Shed | Contractor | Other: _____ |



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CONTRACTOR COMPLAINT FORM - PART II

SUBJECT OF COMPLAINT: (Fill in only if complaint is against a Licensed Contractor)

Name: _____

Business Name: _____

Address: _____

Phone: _____

License Number: _____

In addition to your written statement in **PART I**, please document your contractual relationship with the contractor and provide evidence of supporting allegations. Answer as many questions below as possible to assist us in investigating your complaint.

PROVIDE COPIES OF ANY OF THE FOLLOWING IF AVAILABLE:

1. Proof of the contract between you and the contractor
2. Proof of payment to the contractor – cancelled checks (front and back), receipts, closing statements, etc. Liens, judgments and notices to owner, including copies of related work orders, bills, and subcontracts Warranties.

I am complaining in my capacity as the:

Homeowner Subcontractor Building Department Contractor

Check the category that best summarizes the work that was performed or what the contractor did for you:

Built house Remodeled house Built addition to a house Commercial roof work
 Re-roofed the entire house Built a commercial structure
 Remodeled or built an addition to a commercial structure A/C or heating work at the residence
 Installed a pool Other, please explain _____

Please circle the letter(s) for the category that best describes your basic complaint:

- A. Poor workmanship by contractor
- B. Job finished, but contractor will not correct problems
- C. Roof leaks, and contractor will not repair
- D. Contractor failed to pay subcontractors/suppliers
- E. Contractor taking an unreasonably long time to do the job
- F. Contractor abandoned job
- G. Financial dishonesty/misconduct by contractor
- H. Contractor exceeded the scope of his/her license

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ANSWER ALL OF THE FOLLOWING QUESTIONS IN THIS SECTION. IF A QUESTION DOES NOT APPLY TO YOUR COMPLAINT, WRITE "N/A".

BASIC BACKGROUND DATA:

1. Is the work site located inside [] City limits or [] County limits?
2. What is the street address and city of the work site? _____
3. These questions may relate to the contractor's building code compliance:
Was the contract in writing? [] YES [] NO
Contract Price: \$ _____ Date of Contract: _____
Approximate Date that Work Began: _____
Approximate Date that Work Ended: _____
4. Was the permit obtained from the Marion County Building Department? [] YES [] NO
If NO, was a permit required? [] YES [] NO
5. What was the name of the person who pulled the permit? _____
6. What was the permit number? _____
7. Was the permit obtained on time? [] YES [] NO
8. Was the Certificate of Occupancy issued? [] YES [] NO
9. If the Certificate of Occupancy was not issued, explain why. _____

10. Were any inspections missed or performed late? [] YES [] NO
11. Was the Final Inspection passed? [] YES [] NO

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FINANCIAL QUESTIONNAIRE:

1. What was the total contract price? \$ _____
2. What was the total price paid to the contractor? \$ _____
3. If you hire another contractor what is the estimated cost to finish the job? \$ _____
(Attach estimates from licensed contractor(s))
4. Were you obligated to pay any subcontractors or suppliers that the contractor was required to pay?
[] YES [] NO
5. Are there any unpaid bills owed to subcontractors or suppliers which the contractor was responsible to pay for?
[] YES [] NO
6. What is the total amount of the unpaid bills? \$ _____
7. Did the contractor sign any statements stating that the bills had been paid? [] YES [] NO
8. Has the contractor been terminated? [] YES [] NO
9. Has the job been finished by you or a new contractor? [] YES [] NO

WORKMANSHIP:

1. List the three (3) most serious items of your complaint and/or those which your contractor will not repair.
Use a separate sheet of paper if necessary.

2. Has the contractor offered to repair any and all damage that was caused? [] YES [] NO
3. Has the contractor made an attempt to repair the damage? [] YES [] NO
If YES, how many times? _____
4. Have you had another licensed contractor, architect, or engineer inspect the work? [] YES [] NO
If YES, list the name of the other licensed contractor, architect, or engineer who performed the inspection: _____

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