

ARIZONA REGISTRAR OF CONTRACTORS CONTRACTOR SEARCH CONSUMER GUIDE

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Why should you check the license?

Many complaints about unlicensed entities are received where the home or business owner believed they had contracted with a Licensed, Bonded and Insured contractor, but they had not. The ads that appear in the yellow pages and Online are often not regulated and should only be used to find the name of a company or an individual.

The only sure way of knowing that your contractor is licensed is by checking the license using the Arizona Registrar of Contractor's (AZ ROC), Contractor Search at www.roc.az.gov or by giving the Agency a call at 1-877-692-9762.

What is the Contractor Search?

The Contractor Search is a license record search tool available on AZ ROC's website. It allows users to search for a specific contractor or find a certain type of contractor in their area. The Contractor Search shows the most up-to-date information about a contractor's license, including the license status, what type of license the company holds and whether or not the company holds complaints and if so, whether or not the complaints have been resolved.

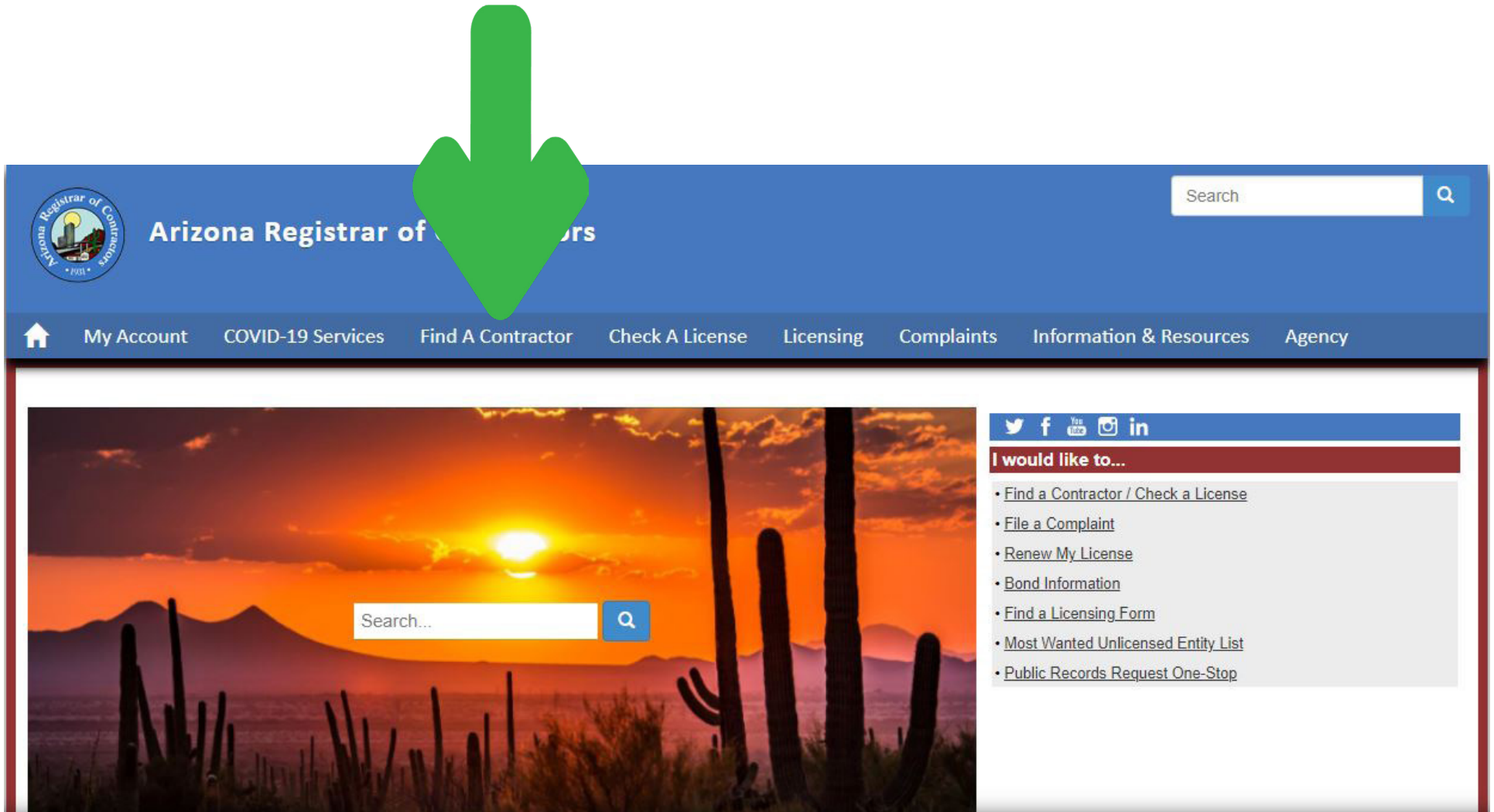
When checking a license, what should you look for?

When checking a license, there are a few simple things to look for, which will be covered in more detail in the following pages:

- Make sure the status of the license is "ACTIVE" at the time the contract is signed.
- Check the license CLASS and make sure the license classification allows for the work listed in the contract or to be performed.
- Call the phone number listed on the license record to initiate first contact with the company or to verify the person you are negotiating with is an authorized representative of the license (either specifically named on the license or confirmed by the company to be an employee).

Step 1: Getting to the Contractor Search

From the Home Page at www.roc.az.gov, click on Contractor Search button on the menu bar.



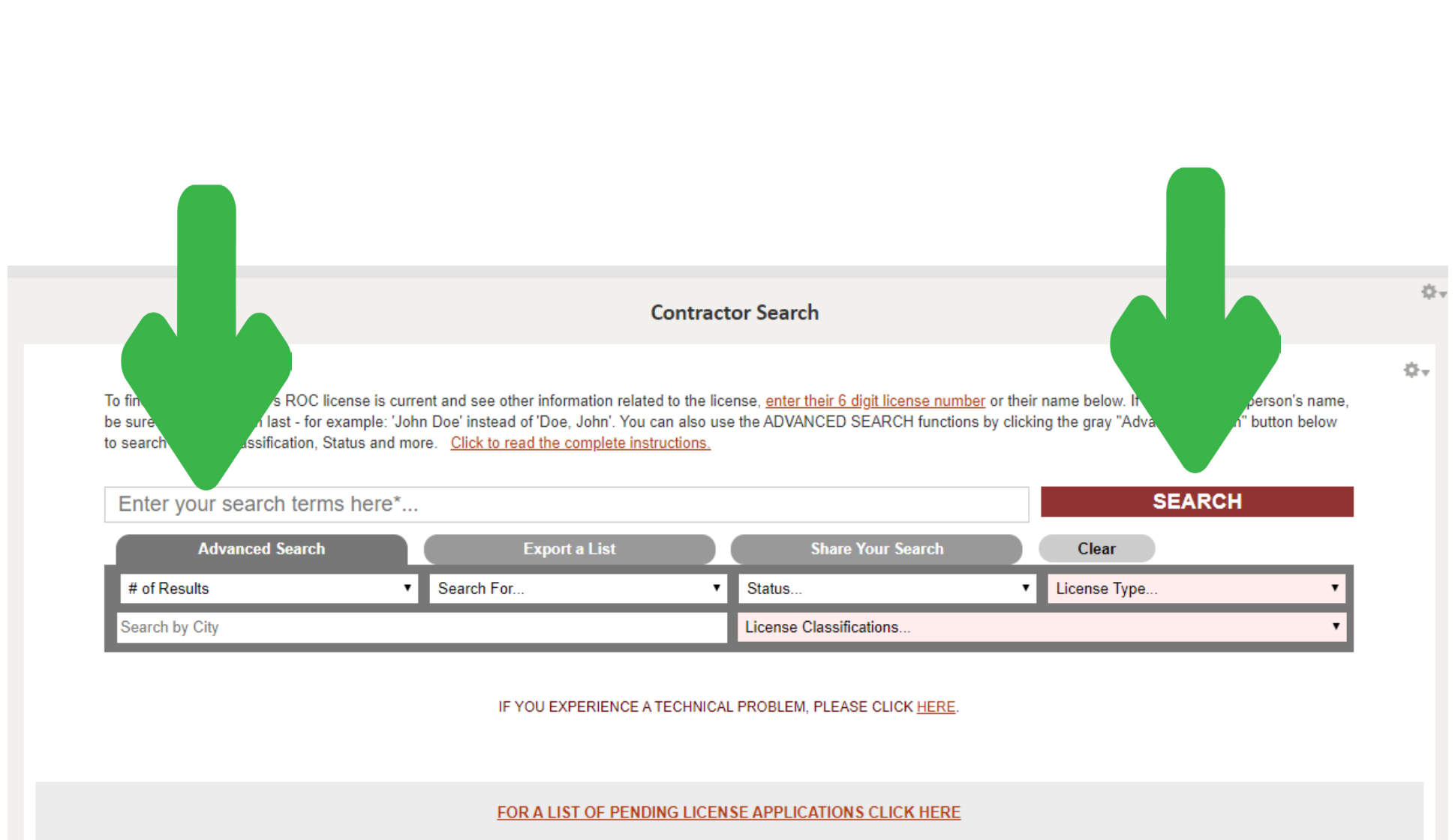
The screenshot shows the homepage of the Arizona Registrar of Contractors. A large green arrow points to the "Find A Contractor" link in the navigation menu. The navigation menu includes: Home, My Account, COVID-19 Services, Find A Contractor, Check A License, Licensing, Complaints, Information & Resources, and Agency. Below the menu is a banner image of a desert sunset with saguaros and a search bar. A sidebar on the right lists "I would like to..." with links to: Find a Contractor / Check a License, File a Complaint, Renew My License, Bond Information, Find a Licensing Form, Most Wanted Unlicensed Entity List, and Public Records Request One-Stop.

Step 2: Starting a Search

Enter ONE of the following in the Search Terms box:

- the name of the company. There is no need to enter special characters like commas or apostrophes.
- the name of a person.
- the 6 digit ROC license number.
-

No field is mandatory. Click the SEARCH button at any point to see what results are displayed.



The screenshot shows the 'Contractor Search' interface. At the top, there is a header 'Contractor Search' with a gear icon. Below the header, there is a paragraph of text: 'To find out if a contractor's ROC license is current and see other information related to the license, [enter their 6 digit license number](#) or their name below. If you enter a person's name, be sure to enter it last - for example: 'John Doe' instead of 'Doe, John'. You can also use the ADVANCED SEARCH functions by clicking the gray "Advanced Search" button below to search by License Classification, Status and more. [Click to read the complete instructions.](#)'

Below the text is a search input field with the placeholder text 'Enter your search terms here*...' and a red 'SEARCH' button. Below the input field are four buttons: 'Advanced Search', 'Export a List', 'Share Your Search', and 'Clear'. Below these buttons is a search filter table:

# of Results	Search For...	Status...	License Type...
Search by City	License Classifications...		

At the bottom of the page, there is a link: 'IF YOU EXPERIENCE A TECHNICAL PROBLEM, PLEASE CLICK [HERE](#).' and another link: 'FOR A LIST OF PENDING LICENSE APPLICATIONS CLICK [HERE](#)'.

Step 2: Starting a Search (cont.)

You can also use the ADVANCED SEARCH feature. This option is useful if searching for a specific type of contractor, rather than looking up a known contractor.

Use the following fields to refine a search:

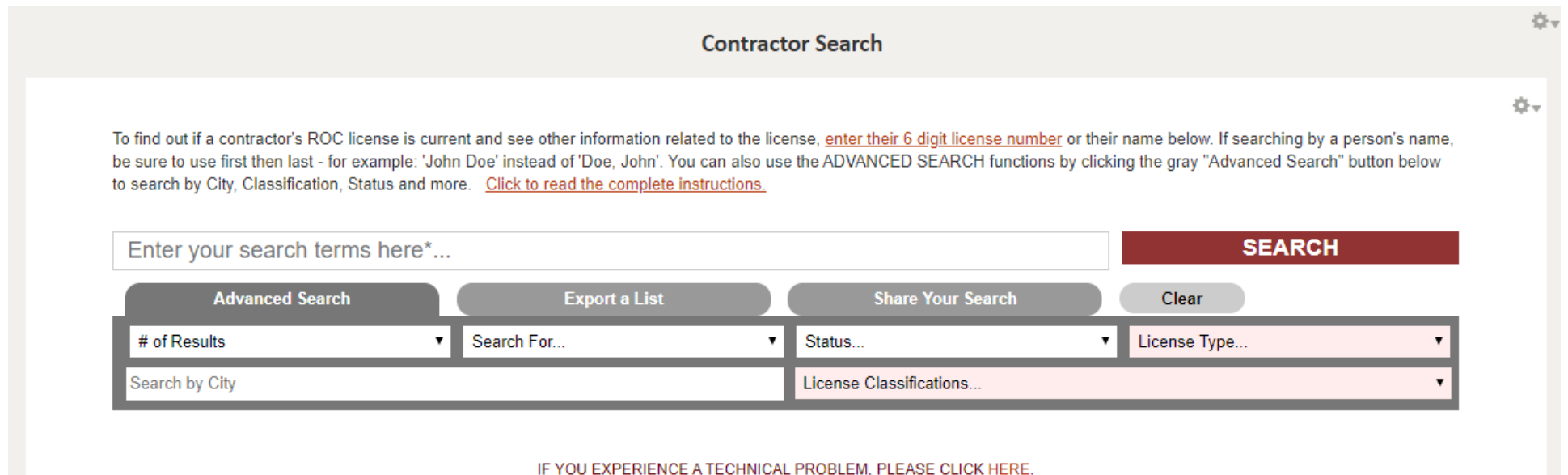
STATUS - A “CURRENT” license status is the only status that is legally able to contract. Every other status is not legally able to contract. A current license status will have the word “ACTIVE” next to it. Check a contractor’s status often before any work is performed. When the result is a person’s name, the status represents the current status of the license, not of the person themselves. When in doubt, always contact the Registrar of Contractors for more information.

SEARCH FOR - Search for only a company name or only a person’s name.

CITY - Enter the city name that you would like to search by.

LICENSE TYPE - Choose ALL, COMMERCIAL, RESIDENTIAL or DUAL license types from the drop-down list.

LICENSE CLASSIFICATIONS - Select a specific license classification from the “LICENSE CLASSIFICATIONS...” drop-down list. A list of license classifications can be found under CONTRACTOR RESOURCES, LICENSING, and then LICENSE CLASSIFICATIONS from the main menu bar under the blue banner at the top of the page.



The screenshot displays the "Contractor Search" interface. At the top, there is a search bar with the placeholder text "Enter your search terms here*..." and a red "SEARCH" button. Below the search bar are four buttons: "Advanced Search", "Export a List", "Share Your Search", and "Clear". Underneath these buttons are several filter fields: "# of Results" (a dropdown menu), "Search For..." (a dropdown menu), "Status..." (a dropdown menu), "License Type..." (a dropdown menu), "Search by City" (a text input field), and "License Classifications..." (a dropdown menu). At the bottom of the interface, there is a link that reads "IF YOU EXPERIENCE A TECHNICAL PROBLEM, PLEASE CLICK [HERE](#)."

Step 3: Viewing the Results

After clicking the SEARCH button, results will show below. If you searched for a specific contractor, the closest matching result will be displayed at the top. All other results will be randomly sorted below it.

If using the advanced search to search for a type of contractor or contractors in your area, the results displayed will all be random. A new search of the same criteria will display different results each time the search button is clicked.

The information displayed on this page is:

- the Business's name.
- the name and title of the person or people listed on the license.
- the license number and class (license classification).
- the qualifying party's name.
- the license status (active, expired, or revoked. Only sign a contract with a contractor's who's license is in active status at the time of the contract).
- the company's contact information.

The screenshot shows the Arizona Registrar of Contractors website. The header includes the logo and the text "Arizona Registrar of Contractors". A search bar is located in the top right corner. Below the header is a navigation menu with links for "Contractor Resources", "Consumer Resources", "Agency", and "Contractor Search". The main content area is titled "Contractor Search" and contains instructions on how to search for a contractor's ROC license. Below the instructions is a search input field with the placeholder text "Enter your search terms here*...", a "SEARCH" button, and several utility buttons: "Advanced Search", "Export a List", "Share Your Search", and "Clear". Below the search area, there is a message: "IF YOU EXPERIENCE A TECHNICAL PROBLEM, PLEASE CLICK [HERE](#)." followed by "20 RESULTS SHOWN" and "THE RESULTS SHOWN BELOW ARE SORTED RANDOMLY." Below this is a table with the following columns: BUSINESS, NAME AND TITLE, LICENSE NO., CLASS, QUALIFYING PARTY, STATUS, CITY, STATE ZIP, PHONE, and MORE INFO. The first row of the table is an example: "EXAMPLE COMPANY", "LICENSE HOLDER NAME", "#####", "CLASS", "QP NAME", and a "More Info" link.

BUSINESS	NAME AND TITLE	LICENSE NO.	CLASS	QUALIFYING PARTY	STATUS	CITY, STATE ZIP	PHONE	MORE INFO
EXAMPLE COMPANY	LICENSE HOLDER NAME	#####	CLASS	QP NAME				More Info

Step 3: Viewing the Results (Cont)

There are six different license statuses:

ACTIVE

An ACTIVE status means the license is in good standing and the contractor IS ABLE to contract.

INACTIVE

An INACTIVE license status means the license is in good standing, however the contractor is NOT able to contract with an inactive license.

VOLUNTARY CANCELLATION

A license in VOLUNTARY CANCELLATION indicates the license was canceled by the licensee, which may be done for a number of reasons. It is not uncommon to see a company with multiple active licenses and one or more voluntary canceled licenses. Without an additional license in ACTIVE status, a licensee with a license in VOLUNTARY CANCELLATION status is NOT able to contract.

SUSPENDED

A SUSPENDED license is not in good standing and the contractor is NOT able to contract.

A license may be suspended for either administrative or disciplinary reasons. Administrative reasons for suspending a license include lack of a bond, lack of a qualifying party, or for non-renewal of the license. Disciplinary reasons include failure to comply with a written directive from the registrar.

If a licensee fails to resolve a complaint, the license may be suspended for a number of days or until they come into compliance.

EXPIRED

A license in EXPIRED status is not in good standing and the contractor is not able to contract.

REVOKED

A revoked license is not in good standing and the contractor is not able to contract with a revoked license. A license is revoked as the result of disciplinary action.

WITHDRAWN

A withdrawn status indicates the license application was withdrawn. A contractor is NOT able to contract with a license status showing as withdrawn.

Step 4: Viewing a License Record

Click “more info” to view more information about a license.

The MORE INFO search screen will provide additional details in regards to the following:

- Up-to-date licensure status
- The license’s date of issuance, the renewed through date, and, if applicable, the date the license was expired or revoked.
- Qualifying personnel associated with the license
- Party associated with the company (current and historical)
- Entity Type
- Complaint information
- Bond information

Contractor Search

To find out if a contractor's ROC license is current and see other information related to the license, [enter their 6 digit license number](#) or their name below. If searching by a person's name, be sure to use first then last - for example: 'John Doe' instead of 'Doe, John'. You can also use the ADVANCED SEARCH functions by clicking the gray "Advanced Search" button below to search by City, Classification, Status and more. [Click to read the complete instructions.](#)

SEARCH

Advanced Search

Export a List

Share Your Search

Clear

IF YOU EXPERIENCE A TECHNICAL PROBLEM, PLEASE CLICK [HERE](#).

20 RESULTS SHOWN
THE RESULTS SHOWN BELOW ARE SORTED RANDOMLY.

BUSINESS	NAME AND TITLE	LICENSE NO.	CLASS	QUALIFYING PARTY	STATUS	CITY, STATE ZIP	PHONE	MORE INFO
EXAMPLE COMPANY	PERSONNEL #####	CLASS	QP NAME		Active	Scottsdale, AZ 85260-1777		More Info
					Active	Gilbert AZ 85233	(480) 659-	More

Step 4: Viewing a License Record (cont.)

For additional complaint details to include: Type, Complaint ID and Outcome click on PLEASE CLICK HERE in the complaint information section.

Contractor Search

DISCLAIMER

The data supplied below is based on your specific request(s) and is correct to the best of our knowledge as of the date and time it was extracted from our data files. The information is provided without personal research or analysis. The data is subject to change on a daily basis. You may obtain additional public records related to any licensee, including dismissed complaints and nondisciplinary actions and orders, by contacting the ROC directly. If this information is required for legal purposes, you may request an affidavit or certified copies for a fee as specified in [A.R.S. 32-1104A3](#). Please read our Standard Terms of Use at [roc.az.gov/terms](#)

Please note: The company or individuals listed on this license may hold other Arizona contracting licenses. To view information, status and complaint history for the past two years on other licenses held, go to the License Inquiry page and do a "Company Name and Personnel" search by entering the name of the company or individuals listed on the license.

DETAILS FOR
EXAMPLE COMPANY
LICENSE NUMBER ROC 2000000
THURSDAY OCTOBER 17, 2019 01:10:06 PM

Share this License or Send it to Yourself: [Email](#) | [Save for Later](#)

CONTRACTOR

NAME / ADDRESS / PHONE

EXAMPLE COMPANY
EXAMPLE ADDRESS

STATUS / ACTION

Active

LICENSE

CLASS & DESCRIPTION

General Dual KB-2 Dual Residential and Small Commercial

ENTITY TYPE

LLC

ISSUED / RENEWAL

First Issued: 2014-01-22

Renewed Through: 2020-01-31

QUALIFYING PARTY & PERSONNEL

The Qualifying Party listed below is associated with this license. All other persons named, if any, are associated with the company. They are not all necessarily associated with this license.

Name: \

Position:

Other Positions:

Other Licenses:

Name: \

Position: f

Other Positions: Control Person

Name: |

Position:

Other Positions:

Other Licenses:


Step 4: Viewing a License Record (cont)

For additional complaint details to include: Type, Complaint ID and Outcome click on PLEASE CLICK HERE in the complaint information section.

In the “Additional Complaint Information” section that opens, any complaint cases within the prior two years will show the type of closed case (disciplined or resolved/settle), complaint ID number and the outcome. The complaint type and outcome will be most useful for consumers to review.

Cases showing as RESOLVED/SETTLED indicate the complaint against the contractor was resolved or settled by the contractor or withdrawn by the complainant after issuance of a corrective work order or formal citation. Complaints showing in the DISCIPLINED case category indicate the contractor failed to resolve/settle a complaint, resulting in discipline to the license. The outcome section will indicate the level of discipline, i.e. suspension or revocation of the license.

Open Cases iDisciplined Cases iResolved / Settled Cases i

For more information on these complaints, [please click here.](#) 

ADDITIONAL COMPLAINT INFORMATION

TYPE	COMPLAINT ID	OUTCOME
Open	2019-00000	Open Case

For complete information on these complaints, please file a public records request by using the [Public Records Request Form on our forms page.](#)

BOND INFORMATION

[How to collect from a license bond](#)

Bond Type:	Surety
Bond Number:	000000000
Effective Date:	2014-01-09
Bond Company:	RLI INSURANCE COMPANY
Amount:	\$ 0.00
Paid:	\$ 0.00

Step 4: Viewing a License Record (cont)

Bond Information

The BOND INFORMATION section will display:

- the type of bond (i.e. surety, cash, or certificate of deposit).
- the bond number
- the effective date
- the cancellation date (if canceled)
- the bond company's name
- the amount paid out already (if any)
- the available amount that could be paid out of a claim
- and the status of the bond (active, canceled, etc.)

BOND INFORMATION	
How to collect from a license bond	
Bond Type:	Surety
Bond Number:	00000000
Effective Date:	2014-01-09
Bond Company:	RLI INSURANCE COMPANY
Amount:	\$ 0.00
Paid:	\$ 0.00
Available:	\$ 14000.00
Status:	ACTIVE