

Licensed Complaint Form Instructions & Checklist



For Current or Suspended Licensees

Instructions

- Complete the entire complaint form. Incomplete or unsigned forms may be returned to you, which will delay the complaint process.
- Attach copies of documents and information as listed in the checklist below with your complaint form. Include copies of permits, invoices, advertisements, business cards and receipts. **Do not send originals** as they will not be returned to you.
- **Do not attach the following information or documentation with your complaint:**
 - Photos (this includes photos stored on a disk or flash drive)
 - Sets of plans, specifications, drawings, sketches, etc.
 - Samples (such as flooring, brick, paint, roofing, landscape rock, etc.)
- Investigators will take their own photos, review your plans and/or specifications, drawings, sketches, and visually inspect any samples as necessary **at the time of the jobsite inspection**. Please be sure to have this information and documentation ready for review by the Investigator at that time. The Investigator assigned to your complaint may request to review project information prior to the inspection if necessary.

Checklist

1) Contract

- a) For written contracts, provide a copy of the original construction contract signed (by both parties) including all addenda and change orders. If the only written documents describing the contract are a proposal, bid, or invoice, please follow the instructions in b) for "if no written contract."
- b) If no written contract, **provide a written statement describing the agreement that includes the following information:**
 - i) The reason a written contract is not being provided (e.g. the contractor did not provide a written contract, the contract is lost, the contract was destroyed);
 - ii) A description of any written documents used to describe the contract, e.g. bids, proposals, invoices, receipts. (If you have copies of any of these documents, please provide them with the Complaint Form.);
 - iii) A description of the work to be performed under the contract (including any addenda or change orders);
 - iv) The names of the people who negotiated the contract;
 - v) The agreed upon payment schedule;
 - vi) An explanation of who was to receive payment; and
 - vii) The date the work was to be completed.
- c) For complaints of non-payment between contractors, vendors, or material suppliers, provide a copy of:
 - i) The credit applications. Redact all SSN and/or EIN information.
 - ii) Invoices for services rendered and/or materials delivered.

2) **Proof of Payment(s)**; Acceptable forms of proof of payment are copies of:

- a) Front and back of cancelled checks. Redact account numbers.
- b) Credit card statements. Redact account numbers.
- c) Executed lien releases/waivers.
- d) Bank/Lender documents showing payments/draws actually received by the contractor. Redact account numbers.

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Mail to:

Registrar of Contractors

P.O. Box 18243

Phoenix, AZ 85005-8243



Departmental Use Only

Complaint Number:

Person Filing Complaint			
Full Name (First Middle Last)		Business Name (if a licensed contractor or supplier)	ROC License Number(s) (if any)
Mailing Address (Enter jobsite in Contract/Project section)		City	State
Phone Number		Email	
I consent to receive communications electronically in connection with this case		Yes	No
Name of Attorney (if any)			
Street Address of Attorney		City	State
Phone Number of Attorney		Email of Attorney	
Contractor Information			
Name (as shown on contract/invoice)		ROC License Number(s)	
Street Address		City	State
Phone Number		Email	
Name of Person(s) Representing License			
Contract/Project Information			
Contract Date		Contract Amount	Amount Paid
Date Work Started		Date Work Stopped	Date Work Was Completed
Close of Escrow (New Home)		Move-In Date (New-Home)	
Jobsite Street Address		City	State
Name of Construction Site Owner		Construction Site Name (if applicable)	
Phone Number of Construction Site Owner		Email of Construction Site Owner	
This complaint is for		Abandonment Poor Work Non-Payment Other _____	
I have contacted the contractor by		Phone Email Letter N/A	
Have you filed a complaint in court?		Yes No N/A If yes, provide a copy of civil complaint	
Has any work been corrected?		Yes No If yes, by whom? _____	
The contract was		Written Oral Both	
All change orders were		Written Oral Both N/A	
This project was		Commercial Residential On Tribal Land	
This project involved		New Home Remodel Repair Other _____	
A building permit was obtained by		Contractor Property Owner Building permit # _____	

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Contract/Project Information Continued

List and briefly describe each complaint item (Please do not write "see attached" or use additional pages unless necessary to further describe issues or list more complaint items) (limited to 80 characters per line)

1.
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Signature

I declare under penalty of perjury that the information and documents contained on this Complaint Form, included with this complaint, or hereafter submitted in support of this complaint are true and accurate to the best of my knowledge. I will assist in the investigation or in the prosecution of the contractor or other parties, and will, if necessary, attend hearings and testify to facts.

Printed Name	Signature	Date
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