

## **HOW TO FILE A COMPLAINT**

**A complaint against a licensee may be made to the Office of Investigations & Enforcement (OIE) on the official complaint form. The complaining party is responsible to ensure that all information is included on the form and that appropriate supporting documents are provided. The completed complaint package should be mailed to the Office of Investigations & Enforcement, PO Box 11329, Columbia, SC 29211-1329.**

**For complaints alleging deficient construction, please include 1) copy of estimate, contract, invoice or cancelled check(s) to link the builder to your home; 2) copy of the building permit application, available from your local building official; 3) copy of the certificate of occupancy (new homes), also available from your local building official; and 4) a copy of your "right-to-cure" letter to the builder reporting the construction deficiencies and affording him the opportunity to make appropriate repairs.**

**The SC Residential Builders Commission has time guidelines to determine a licensee's responsibility for any codes/standards issues. Your local building official has jurisdiction over deficiencies by licensed builders up until the time the certificate of occupancy is issued and two years thereafter.**

**Unlicensed practice cases should be referred to the Office of Investigations in all cases. An unlicensed builder will be issued a Cease & Desist Order and fined within the limits of the applicable statutes. We do not conduct site inspections in such cases.**

**The Residential Builders Commission has no authority over monetary or contract issues. The Commission has no authority to require a licensee to make any repairs or refund any monies. Those issues are typically addressed in the courts.**

**We encourage you to submit your complaint to this office. Your complaint will be worked in the order received. Please note that we represent neither the complainant nor the respondent. Should the investigation require a hearing, you may or may not be required to provide testimony. Should your property require remedial attention before we can physically inspect the property, please ask the repair contractor to provide a comprehensive repair report.**

**You will receive written confirmation when your complaint is opened and assigned to an investigator. You will also be provided the final disposition on your complaint.**

**Thank you.**



OFFICE OF INVESTIGATIONS AND ENFORCEMENT
RESIDENTIAL BUILDERS COMMISSION
COMPLAINT FORM

For Consumer Complaints Against:
Residential Builders, Residential Specialty Contractors and Home Inspectors

Please complete and return to this office for review in order to determine if this complaint falls within the scope of the statutory authority of the Residential Builders Commission. Please answer all questions so that your complaint can be processed as soon as possible. Failure to answer all questions could result in delays in processing and/or request for additional information.

Please provide supporting documentation, specifically 1) a copy of the estimate, invoice, contract or cancelled check(s) that links the builder to your home; 2) a copy of the building permit application, available from the local building official; 3) a copy of the certificate of occupancy for new home, available from the local building official; and 4) a copy of your "right-to-cure" letter to your builder. Additional documents should be directed to the investigator after case assignment.

You will be provided written confirmation of your complaint upon the opening and assignment of the case and a final disposition letter when the matter is concluded.

Your Name: (Complainant)

Complaint Against: (Licensee/Respondent)

Last First M.
(Please Print)

Last First M.
(Please Print)

Mailing Address

Company Name

City State Zip Code County

Mailing Address

( )
Home Phone Day Time Phone

( )
City State Zip Code

E-mail Address

E-mail Address

Address of Subject Property

( )
Day Time Phone License #

City State Zip Code



Additional Information Regarding Dispute Resolution

- A. Does your contract contain an arbitration clause? Yes  No
- B. Have you and Licensee/Respondent begun arbitration concerning this construction? Yes  No
- C. Have you begun a civil action concerning the items in your complaint? Yes  No

Outline directions to site of property involved in the dispute. Directions should be to a specific reference point in your area to allow the Investigator to proceed directly to the location. **Attach** a map or draw a sketch on a separate sheet using highway and road numbers, names and other landmarks.

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\_\_\_\_\_  
Date

\_\_\_\_\_  
Complainant Signature

Sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_

\_\_\_\_\_  
Notary Public  
State of \_\_\_\_\_

My Commission expires \_\_\_\_\_

Return completed form to:  
SC Department of Labor, Licensing and Regulation  
Office of Investigations and Enforcement  
Post Office Box 11329  
Columbia, South Carolina 29211-1329  
Telephone: (803) 896-4470  
Fax: (803) 896-4656