MIAMI-DADE COUNTY CONTRACTOR COMPLAINT FORM

Date: ______________________

Dear Citizen:

The Contractor Licensing and Code Compliance Division of the Miami-Dade County Building Code Compliance Office investigates complaints involving Miami-Dade County contractors. In addition, the Office investigates complaints concerning the work of unlicensed contractors.

In order to register your complaint, please complete the enclosed form and return it to the Code Compliance Division located at 140 West Flagler Street, Suite 1603, Miami, Florida 33130. If insufficient space is provided on the complaint form for any answer, please use a separate sheet. Do not write on the reverse side of this form.

All complainants must submit front and back copies of their contract and front and back copies of all canceled checks or receipts evidencing payment to the contractor at the time you file your complaint. In addition, please submit copies of any business cards or any advertisements used by the contractor or his employees that you have in your possession. Do not send original documents under any circumstances.

Upon receipt of the completed complaint form and accompanying documents, a Code Compliance Investigator will open a case file and a copy of your complaint will be sent to the contractor for response. Since the Code Compliance Investigator may have to contact you for additional information, please provide a telephone number where the Code Compliance Investigator can contact you during the day. When the investigation is complete and the Code Compliance Investigator has confirmed a violation of the contractor licensing laws, the Code Compliance Investigator will either issue tickets or notices of violation to the violator, initiate a case in criminal court through the State Attorney's Office or present the case before a committee of the Construction Trades Qualifying Board known as the Probable Cause Panel in order to initiate a formal disciplinary hearing. If the Probable Cause Panel orders a formal hearing, a hearing before the Construction Trades Qualifying Board will be scheduled. Upon a finding of guilty, the Board may impose one or more of the following penalties: reprimand, suspension or revocation of the contractor's license, restitution or imposition of fines of up to $5,000.00 per count.
Since investigations and cases vary in complexity duration and priority, a definite time frame cannot be
given as to when the complaint process will be completed for any individual case. Further, because the
Statute of Limitations establishes time limits within which you must assert a cause of action in court,
please do not delay in consulting with an attorney or initiating any action to preserve your civil remedies
in this matter. Finally, you may have certain rights under Florida law if you have suffered damages
caused by a state registered contractor or a construction company with whom you have a signed contract.

Thank you for your cooperation.

Contractor Licensing and Code Compliance Division
(305) 375-2901
(Please Type or Print)
This complaint becomes a matter of public record at the time it is filed and is available for review and copying by the subject of the complaint and the general public.

Your Name: _____________________________
Address: _______________________________
                                        _______________________________
                                        _______________________________
Telephone: (         ) ______________________  Beeper: (         ) ____________________
   Business
(         ) ______________________  Residence

SUBJECT OF COMPLAINT

Name: _____________________________  Person and/or Company
Address: _______________________________
                                        _______________________________
                                        _______________________________
Telephone: (     ) __________________________  Beeper: (      ) _____________________

License No.:___________________________________________  [If Known]

If the contractor involved is state licensed, you need to also file a complaint with the State of Florida Department of Business and Professional Regulation (DBPR). For information on the filing of complaints with DBPR, please call 305-470-5617.

I am complaining in my capacity as:

   Homeowner   Contractor   Subcontractor   Supplier   Building Official
   Owner of Commercial Structure   Other _______________________________
**BACKGROUND DATA**

1. Was contract in writing?  ☑ Yes  ☐ No  If yes, enclose copy

2. Contract Price: $________________________  Date on contract____________________________

3. Job address: __________________________

4. Contractor employees you had contact with.  
   Name: _________________________________  
   Name: _________________________________  
   Name: _________________________________  

**CONTRACT INFORMATION**

5. Was the contract signed in your presence?  ☑ Yes  ☐ No  By whom: _______________________

6. At the time you entered into the contract, did you believe the person/company was a contractor licensed or certified by the State of Florida and/or Miami-Dade County?  ☑ Yes  ☐ No

6a. If yes, why?  
   __________________________________________________________________________
   __________________________________________________________________________
   __________________________________________________________________________

6b. Would you have hired this contractor if you thought he was unlicensed?  ☑ Yes  ☐ No

7. Was there any discussion as to whether the person/company was affiliated with another person/company that was licensed or certified?  ☑ Yes  ☐ No  If so, what was said, when and by whom?

   __________________________________________________________________________
   __________________________________________________________________________
   __________________________________________________________________________
   __________________________________________________________________________

8. What work was supposed to be done under the terms of the contract?  
   __________________________________________________________________________
   __________________________________________________________________________
   __________________________________________________________________________
   __________________________________________________________________________

9. Why are you dissatisfied?  
   __________________________________________________________________________
   __________________________________________________________________________
   __________________________________________________________________________
   __________________________________________________________________________

10. If additional contracts/agreements were signed with the same or related contractors, please explain the circumstances?

   __________________________________________________________________________
   __________________________________________________________________________
   __________________________________________________________________________
   __________________________________________________________________________
11. Was there any discussion as to whether building permits would be obtained?  
  ☑ Yes  ☑ No  
  if so, please relate what if anything was said, by whom and when the statement was made.________
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________

12. Was work begun by your contractor?  
  ☑ Yes  ☑ No  
  if so, what date?____________________
Describe the extent of work actually done by the contractor and the value of work done, if you know?
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________

13. When was the last time the contractor performed work on the jobsite? ______________
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________

14. Have you had discussion with him or his representative since then?  
  ☑ Yes  ☑ No  
  if so, what was said?
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________

15. Did he work steadily from the date he started work until the last day he worked?  
  ☑ Yes  ☑ No  
  if so, please relate what happened between these dates. ________________
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________

16. Has an architect or engineer employed by you or the contractor inspected the work?  
  ☑ Yes  ☑ No  
  if so, please provide name, address and telephone number and a copy of the report: __________
___________________________________________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________

17. Has the contractor offered or made attempts to make repairs?  
  ☑ Yes  ☑ No ______________
18. Have you fired the contractor? ☐ Yes ☐ No How was the contractor terminated? ______________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
19. Would the contractor be allowed to return to finish work or do repairs? ☐ Yes ☐ No if so, what
type of work remains to be done? ______________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
20. Has the job now been completed by you or another contractor? ☐ Yes ☐ No

**Financial Information**

21. **Total paid to contractor: $_______________** If you made payments, please list who
    received the payments, the date of the payments, and the amount paid and form of the
    payments (check, cash, or credit). Who were the checks made payable to? Please provide
    copies front and back of all checks. If cash was given, provide copies of all receipts.

21a. Has the contractor repaid any monies to you? ☐ Yes ☐ No

21b. If yes you **must** notify the Investigator assigned to your case.

22. What is the actual or estimated cost to finish the job if you hire another contractor? $_______________
    Attach copies of estimate(s) from licensed contractor(s).

23. Have you had to pay subcontractors or suppliers directly? ☐ Yes ☐ No If yes, how much and
    why?

24. Are there now unpaid bills owed to subcontractors or suppliers whom the contractor should have paid?
    ☐ Yes ☐ No If so, how much is owed? ______________

25. Did contractor sign any statements to the effect that all bills have been paid? ☐ & Yes ☐ No If so,
    please provide a copy.______________________________

________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
26. Did you obtain a partial or full release of lien from your contractor? ____________________(If you have said documents, please attach a copy.) Who provided you with this release? _____________________ When? _________________ Were any payments made based upon your reliance on said release? ___________________________________________________________________________________ ___________________________________________________________________________________ 

27. Have any suppliers, material person, subcontractors or anyone else advised you or actually placed liens on your property? _____________________ If so, please list the name, address and telephone number of the person/entity, the amount of the lien, and an explanation of what work/services/materials were supplied that gave rise to the claim or lien. (Please attach copies of all notices/claims of lien filed on your property.) ___________________________________________________________________________________ ___________________________________________________________________________________ ___________________________________________________________________________________ ___________________________________________________________________________________ 

Florida Statutes 837.06, False Official Statements: Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of this official duty shall be guilty of a misdemeanor of the second degree. 

________________________________________                              _________________________________
Signature                                                                                Date

________________________________________
Print Name

STATE OF FLORIDA, COUNTY OF MIAMI-DADE:

Sworn to and subscribed before me this_____________day of _____________________, 20________, by________________________________________.

Personally known______________________________              _____________________________________
Notary Public, State of Florida

Produced Identification__________________________
Type:________________________________________   

(SEAL)