

Complaint Form

Required Documentation and Filing Instruction:

Please return this completed form along with copies of your related documents as follow:

1. Contract, Quote and or Estimates Provided (include addendums or change requests made)
2. Cancelled Checks or Proof of Payments Made
3. Business Credentials Provided by the Contractor/Company
Such as a Copy of License, Business Tax Receipt, Proof of Insurance, Business Card, etc.
4. Written Correspondence (including text messages and emails)
5. Photos (.jpeg or .pdf file format)
6. You can return the completed complaint package to our office via email
ContractorLicensing@BrevardFL.gov, by appointment, or by mail to Brevard County Licensing
Regulation & Enforcement 2725 Judge Fran Jamieson Way, A-114, Viera, FL. 32940.

An attempt will be made to assist you and the contractor in negotiating a resolution whenever possible. If this is not possible, other actions may be taken depending on the result of the investigation. 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 his official duty shall be guilty of a misdemeanor of the second degree.

Complainant:

Person filing the complaint. Please complete with your direct contact information.

First Name: _____ Last Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Phone Number: _____ Email: _____

Signature:

Complainant Signature: _____ Date: _____

Location of Alleged Complaint if different from above:

Street Address: _____

City: _____ State: _____ Zip Code: _____

Office Use Only
Case #: _____
Date Rcvd: _____
Investigator Initials: _____

Respondent:

Subject of Complaint. Please provide as much detailed information as you have obtained.

Contractor First Name: _____ Last Name: _____

Business Name: _____

License Number Provided: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Phone Number: _____ Email: _____

Project Detail:

1. How did you find this Contractor?

Website: _____

Newspaper/ Magazine Ad: _____

Other: _____

2. Did you sign a contract? Yes No

Contracted Amount: _____

Amount Paid to Date: _____

3. What work was this person/company hired to perform?

4. Name of person who initially came to your project location to provide estimate:

First Name: _____ Last Name: _____

Phone Number: _____ Email: _____

5. Date of Initial site visit: _____

6. Did you ask them if they were licensed and insured? Yes No

If yes, what was provided or shown that that led you to believe they were licensed & insured?

7. Were permits required to do this type of work? Yes No Unknown

8. Were you charged for permitting? Yes No Unknown

9. Were you given a start and completion date? Yes No Unknown

Start Date Given: _____ Verbal Written

Completion Date Given: _____ Verbal Written

10. Did they start as promised? Yes No

If no, why? _____

Date work started: _____

11. Last date contractor was on site: _____

12. Did they complete the work as contracted? Yes No

If no, why? _____

If yes, were you satisfied with the work? Yes No

If no, why? _____

13. Did you make a complaint to the company? Yes No

14. Did you send a letter stating your concerns? Yes No

If yes, date sent: _____

What did you tell them? _____

If yes, did they respond to your complaint? Yes No

If yes, what did they tell you in response to your complaint? _____
