



Escambia County Building Inspections Division  
 3363 West Park Place  
 Pensacola, FL 32505  
 Telephone: (850) 595-3550 - Facsimile (850) 595-3401  
 On the Web: [www.myescambia.com](http://www.myescambia.com)

**COMPLAINT FORM**

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

<input type="checkbox"/> Telephone/Voice Mail	<input type="checkbox"/> Voice Mail	<input type="checkbox"/> In Person	<input type="checkbox"/> Email
LICENSED CONTRACTOR COMPLAINT	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> UNKNOWN
UNLICENSED CONTRACTOR COMPLAINT	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> UNKNOWN

**COMPLAINANT INFORMATION**

YOUR NAME: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_  
 BUSINESS: \_\_\_\_\_ EMAIL: \_\_\_\_\_

I am complaining in my capacity as: \_\_\_\_\_ Homeowner \_\_\_\_\_ Property Owner  
 \_\_\_\_\_ Realtor \_\_\_\_\_ Other \_\_\_\_\_

**SUBJECT OF COMPLAINT**

NAME: \_\_\_\_\_  
 d/b/a: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_  
 CONTRACTOR LICENSE NO.(if known) \_\_\_\_\_

**SCOPE OF WORK PERFORMED**

<input type="checkbox"/> BUILDING	<input type="checkbox"/> ALTERATION	<input type="checkbox"/> MECHANICAL	<input type="checkbox"/> ROOFING
<input type="checkbox"/> ELECTRICAL	<input type="checkbox"/> PLUMBING	<input type="checkbox"/> GAS	<input type="checkbox"/> OTHER

LICENSING & INVESTIGATIONS

**DESCRIBE WORK PERFORMED:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Select the category(s) below that best describe your basic complaint:

- Poor workmanship
- Liens filed against property
- Job finished, will not correct problems
- Job abandoned, work partially completed
- Work not permitted or inspected
- Unlicensed contractor (wasn't licensed by State of Florida or Escambia County)

**IF YOUR COMPLAINT IS RELATED TO UNLICENSED ACTIVITY, PLEASE COMPLETE THE QUESTIONS BELOW.**

Please answer the following questions.

1. Have you filed a complaint with any other agency?  
 yes  no  
(If so, please provide name of the agency.) \_\_\_\_\_  
\_\_\_\_\_
2. If necessary, are you willing to go to criminal court and testify under oath in this case?  
 yes  no

**I AFFIRM THAT INFORMATION PROVIDED BY ME ABOVE IS COMPLETE AND TRUTHFUL TO THE BEST OF MY KNOWLEDGE. WHOSOEVER 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 (F.S. 837.08).**

\_\_\_\_\_  
COMPLAINANT SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
Printed Name of Complainant

LICENSING & INVESTIGATIONS



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## CONTRACTOR LICENSING

### COMPLAINT AGAINST LOCALLY LICENSED CONTRACTOR

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The Escambia County Contractor Competency Board is sympathetic to the issues concerning the problems you are experiencing with your licensed contractor. There are numerous items we may be able to assist you with but there are some items which are civil and should be handled through the court system. **The Competency Board has no authority and therefore cannot intervene in issues of:**

- Cosmetic items such as painting, carpeting, wallpapering, driveways, fences and stucco;
- Contract disputes with reference to how much was charged and/or paid;
- Open permits of which Contractor has not been notified of the problems\*;
- Failed inspections of which Contractor has not been notified\*;
- Projects ongoing with open permits\*;
- Unpermitted projects\*.

*\*Please contact Building Inspections Division at (850) 595-3550.*

The Competency Board may be able to assist you with the following, as identified under the Board's authority in accordance with Escambia County Ordinance 2003-37 and Florida Statutes 489:

1. Contractor knowingly combining or conspiring with an unlicensed person;
2. Mismanagement or misconduct causing financial harm, (i.e., liens, job abandonment, etc.);
3. Gross negligence resulting in significant danger to life or property.

If your concerns fall under the above listed items, please complete the attached form and provide the following documents:

1. Copy of signed contract entered into with the licensed contractor;
2. Copy of proof of payment to contractor, (i.e., canceled check(s) and/or receipt(s));
3. Any other correspondence relative to your Complaint.

**THE COMPETENCY BOARD MEMBERS AND STAFF ARE NOT ATTORNEYS AND THEREFORE CANNOT GIVE LEGAL ADVICE. IF YOU FEEL YOU NEED LEGAL ASSISTANCE, PLEASE CONTACT AN ATTORNEY OF YOUR CHOICE.**

The Competency Board staff will be happy to assist you with the filling out of your Complaint form and serving as a mediator between you and the Contractor, if necessary. They are also available to assist the Contractor in the same manner.

Staff collects facts and provides the information to the Board Members at their regularly scheduled meetings. Staff has no authority to recommend, demand, coerce, or threaten a Contractor or Homeowner into a resolution. If the Contractor fails to satisfy a Complaint that violates Florida Statute 489, the Competency Board has the authority to discipline the license or find the Complaint unfounded, as they deem appropriate, based on the facts presented before them.

If you have any questions concerning filing a Complaint, please call the Contractor Licensing Section at (850) 595-3488.

Thank you.