



# NEVADA STATE CONTRACTORS BOARD

5390 KIETZKE LANE, SUITE 102, RENO, NV, 89511 (775) 688-1141 FAX (775) 688-1271, INVESTIGATIONS (775) 688-1150  
8400 WEST SUNSET ROAD, SUITE 150, LAS VEGAS, NV, 89113 (702) 486-1100 FAX (702) 486-1190, INVESTIGATIONS (702) 486-1110  
www.nscb.nv.gov

## Instructions for Completion of the Consumer Information Form

1. Before filing a complaint, we strongly urge you to contact your contractor and advise him of your problems. Talk about the problems together; try to reach an agreement. We have found that many complaints can be resolved by simply opening the lines of communication. If talking does not work, make a list of your complaints, and provide a copy to the contractor, suggesting a reasonable time for response.
2. To obtain our assistance in resolving your problem, you will need to complete a consumer information form and return it to us. Please pay careful attention when completing the form. We can assist you more efficiently if your form is completed correctly.
3. The Nevada State Contractors Board may be able to help you in situations where: the contractor has not done what was agreed upon, has done it incorrectly, or if something has failed because of improper work. If the contractor was not licensed, our actions are limited. The Board cannot require an unlicensed person to make repairs or restitution. Unlicensed contracting activity is pursued through the justice court system following completion of an investigation.
4. For additional information, please read "How to File a Complaint Against a Contractor." The information sheets will explain how the Nevada State Contractors Board may be able to help you resolve your problem. The information will enable you to better determine if your complaint is within the jurisdiction of the Nevada State Contractors Board.
5. You will notice that the information form is divided into groups. The groups contain several areas for you to include information required for us to process your complaint. Only one contractor can be listed per information form. If you have questions about filling out the form, please call the nearest office of the Nevada State Contractors Board. **In Northern Nevada, call (775) 688-1141 or in Southern Nevada call (702) 486-1100.**

Include in your complaint, everything you want to have considered by the Nevada State Contractors Board. Mail or take the completed information form(s) to the Nevada State Contractors Board office. You will need to show:

- You had an agreement or contract with the contractor, involving construction related work at a job-site in Nevada.
  - Specific complaint items, such as listing of defective, substandard, or improper work, failure to make timely payments, causing a lien to be filed, abandonment, or other breach of the contract or agreement.
6. Please complete all boxes in all sections on the information form. Print or type all entries.
  7. If your contract was an oral agreement, you must provide documentation to verify your complaint, such as legible reproducible copies of canceled checks, statements, or billings.
  8. If your contract was a written agreement, provide a legible, reproducible copy of the entire contract or earnest money agreement bearing both the contractor's signature and your signature.
  9. List the actual problems and the reason for your complaint. Additional pages may be attached if needed or you may write on the back of the form. Please return signed information forms and all copies of supporting documents to the Nevada State Contractors Board. If the complaint is filed on behalf of a company, the owner, a partner, or an officer must sign it. The information form may be returned to you if not signed.



# NEVADA STATE CONTRACTORS BOARD

## HENDERSON OFFICE

8400 West Sunset Road #150  
 Las Vegas, NV 89113  
 (702) 486-1100  
 Fax (702) 486-1190

## RENO OFFICE

5390 Kietzke Ln, Ste 102  
 Reno, NV 89511  
 (775) 688-1141  
 Fax (775) 688-1271

### FOR OFFICE USE ONLY

License No:

Date Received:

Contractor:

Case File No:

## CONSUMER COMPLAINT FORM

*I wish to initiate an investigation against the contractor named below. If the contractor is licensed, he/she will be notified to expedite the resolution of this matter. All requests for investigations concerning workmanship and money owing issues must be in writing.*

**TO HELP RESOLVE THIS COMPLAINT, PLEASE ANSWER AS MANY OF THE FOLLOWING QUESTIONS AS POSSIBLE**

| 1. PERSON MAKING COMPLAINT                              |                    | 2. CONTRACTOR INFORMATION (COMPLAINT AGAINST)  |                    |
|---|--------------------|--|--------------------|
| YOUR NAME: (Last,First,Middle)                          |                    | CONTRACTOR NAME (as shown on contract/invoice) |                    |
| YOUR COMPANY NAME: (If Licensed Contractor or Supplier) |                    | License No.:                                   |                    |
| ADDRESS:  |                    | ADDRESS:                                       |                    |
| (City)  | (State) (Zip Code) | (City)   | (State) (Zip Code) |
| PHONE WHERE YOU CAN BE REACHED: (8:00 a.m. -5:00 p.m.)  |                    | PHONE NUMBER: (include area code)              |                    |
| HOME PHONE include area code                            | Email              | PERSON DEALT WITH:                             |                    |

### COMPLAINT ORIGIN

- Complaint by Owner  
  Complaint by General Contractor Against Subcontractor  
 Complaint by Subcontractor Against General Contractor  
  Complaint by Material or Equipment Supplier  
  Other

### PROJECT INFORMATION

|                                       |                    |  |                    |
|---------------------------------------|--------------------|--|--------------------|
| 3. OWNER OF CONSTRUCTION SITE: (Name) |                    | 4. CONSTRUCTION SITE NAME: (If applicable) |                    |
| ADDRESS: (Number & Street)            |                    | ADDRESS: (Number & Street)                 |                    |
| (City)                                | (State) (Zip Code) | (City)                                     | (State) (Zip Code) |
| PHONE NUMBER: (include area code)     |                    | PHONE NUMBER: (include area code)          |                    |

5. DESCRIBE BRIEFLY THE WORK FOR WHICH YOU CONTRACTED:

|                   |           |                             |                       |                       |
|-------------------|-----------|-----------------------------|-----------------------|-----------------------|
| 6. CONTRACT DATE: | 7. AMOUNT | 8. AMOUNT PAID ON CONTRACT: | 9. DATE WORK STARTED: | 10. DATE WORK CEASED: |
|-------------------|-----------|-----------------------------|-----------------------|-----------------------|

11. WHY DID YOU CHOOSE THIS CONTRACTOR?

- REGULAR CUSTOMER
- ADVERTISEMENT
- OTHER: EXPLAIN
- DOOR-TO-DOOR SOLICITATION
- REFERRED BY SOMEONE
- (ENCLOSE COPY OF AD IF POSSIBLE)

|  |  |  |           |  |  |
|--|--|--|-----------|--|--|
| 12. BRIEFLY STATE YOUR COMPLAINT: (If additional space is required, please use additional sheets)  |  |  |           |  |  |
|  |  |  |           |  |  |
| 13. What is the type of project?      Residence      Commercial Building      Other (Describe)   |  |  |           |  |  |
| 14. Is this project a/an:      Addition      Repair      Replacement      New Construction      New Purchase   |  |  |           |  |  |
| 15. What type of contract was involved?      Oral      Written      New Home Purchase Agreement      Other   |  |  |           |  |  |
| 16. Were there any change orders?      Yes      No<br>If Yes, were they:      Written      Oral      Both  |  |  |           |  |  |
| 17. Is your complaint:      Abandonment      Workmanship      Money Owing      Other   |  |  |           |  |  |
| 18. Building permit obtained by:      Contractor      You      Salesperson      Do not know<br>Name of building department:  |  |  |           |  |  |
| 19. Who presented contract? (Name):      Salesperson      Contractor      Do not know  |  |  |           |  |  |
| 20. Did the contractor have employees?      Yes      No      Do Not Know<br>If yes, how many?  |  |  |           |  |  |
| 21. Were employees, subcontractors, or material suppliers paid?      Yes      No      Do not know<br>If yes, by whom?  |  |  |           |  |  |
| 22. What attempts have you made to contact the contractor(s)?<br>Unable to locate      Personal contact      Telephone      Letter      (copies attached)      No Attempt Made   |  |  |           |  |  |
| 23. Were any liens filed on this job?      Yes      No      Do not know<br>If yes, by whom?  |  |  |           |  |  |
| 24. Have you filed in court to recover damages on this complaint?      Yes      No<br>If Yes, please attach applicable documentation with this form.   |  |  |           |  |  |
| 25. Have you filed a claim against the Contractor's bond?      Yes      No<br>If Yes, please attach applicable documentation with this form.   |  |  |           |  |  |
| 26. Have you filed a claim against the Board Recovery Fund?      Yes      No   |  |  |           |  |  |
| 27. Have you obtained an estimate from another contractor to complete or correct job?      Yes      No<br>If Yes, provide name, address, phone number of the contractor, and if possible, a copy of the estimate.  |  |  |           |  |  |
| 28. The Nevada Administrative Code (NAC) 624.7251, permits an enhancement in the assessment of fines, if a fine is assessed, and the violation is perpetrated against a Senior Citizen, age 60 or older.   |  |  |           |  |  |
| Does your case qualify for the enhanced penalty provisions of the Nevada Administrative Code?      Yes      No   |  |  |           |  |  |
| <b>PLEASE SEND COPIES OF ALL PAPERS RELATED TO YOUR COMPLAINT</b>  |  |  |           |  |  |
| <b>Please attach copies of both sides of contracts, cancelled checks, and other pertinent materials. Include invoice and payment balance sheet (See attached Consumer Complaint Form Checklist). DO NOT SEND ORIGINALS. If copies are not available, please explain.</b>   |  |  |           |  |  |
| A. If this contractor is licensed, he/she will be informed of this alleged complaint and will be asked to contact you.   |  |  |           |  |  |
| B. The Nevada State Contractors' Board cannot direct a non-licensed contractor to complete or correct a project.   |  |  |           |  |  |
| C. The Nevada State Contractors' Board cannot represent private citizens in court or collect money for you. Please contact an attorney or the small claims counselor at your local municipal court for advice on filing such an action.  |  |  |           |  |  |
| <b>The information contained in this form is true, correct, and complete 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. I understand that the Nevada State Contractors' Board is unable to represent private citizens in court or to collect money or to levy fines.</b> |  |  |           |  |  |
| 26. SIGN HERE:   |  |  | 27. DATE: |  |  |
|  |  |  |           |  |  |

## **How to File a Complaint against a Contractor**

The purpose of the Nevada State Contractors Board is to license and regulate contractors for the protection of the public. The term "contractor" includes individuals or firms who offer services to improve real property, including but not limited to: home building; remodeling; room additions; swimming pools; painting; roofing; landscaping; plumbing; electrical; heating and air conditioning. To obtain a complete list of license classifications, you may use our interactive voice response system by telephoning (702) 486-1100 or (775) 688-1141, please request topic 205 or access our website at [www.nscb.nv.gov](http://www.nscb.nv.gov) Complaints within the Board's jurisdiction include, but are not limited to: failure of a licensed contractor to fulfill the terms of an agreement, including: poor workmanship; abandonment; failure to pay subcontractors, material suppliers or employees; building code violations; and use of false, misleading or deceptive advertising. Complaints against contractors may be filed with the Board by homeowners, other contractors, subcontractors, employees, and other public agencies.

### **How to File a Complaint**

Complaints involving allegations of substandard workmanship or money owing matters must be filed in writing with the Board. The standard Consumer Information Form used by the Board may be obtained on our website [www.nscb.nv.gov](http://www.nscb.nv.gov) or by writing, calling, or stopping by the nearest office and requesting Form 102. The Board maintains offices in Reno and Henderson. Consumer information forms and other helpful information sheets are also available by fax.

### **How Your Complaint is Handled**

Complaints are processed in the order they are received or degree of severity. Each complaint is reviewed to determine if it falls within the jurisdiction of the Nevada State Contractors Board.

A copy of the complaint will be mailed to the contractor (if the contractor is licensed by the board) along with a letter advising him to contact you to attempt to resolve the problem. If this is not successful, a Board representative or investigator will contact you and schedule a meeting or job-site visit. After this meeting, the investigator will advise both parties of his or her findings including a time period in which the work should be completed if corrections are required. The time required to resolve a complaint might vary depending on the nature of the complaint and the cooperation of the parties.

In the event that the complaint cannot be resolved after the investigator's recommendations have been issued, formal disciplinary proceedings may be initiated.

Violations of the Nevada License Law by a licensed contractor may result in disciplinary action of the contractor's license, imposed by the Board. Discipline may include fines or penalties, suspension, revocation, orders of correction, letter of reprimand, probation, or other discipline. In cases where there is legal authority to do so, the contractor may be required by the Board to make repairs. However, the Board is not a substitute for the courts, so if your primary interest is to obtain restitution, you should seek advice from an attorney. The Nevada State Contractors Board will receive and investigate all alleged complaints. This includes complaints that arise from a contract that contains arbitration or mediation clause, which has been agreed to by the complainant and the contractor.

The Board also investigates complaints involving unlicensed contracting activities and alleged violations by licensed contractors; such as out of scope, over limit, conducting business with an unlicensed person. It is illegal for an unlicensed person to perform contracting work on any project. It is a violation of the Nevada State Contractors Board licensing law for a licensed contractor to hire an unlicensed contractor. Complaints involving unlicensed contracting activities or alleged violations of industry regulations may be either in writing or filed anonymously. However, we encourage complainants to submit written complaints whenever possible to assist us in the investigation.

### **Complaint Disclosure**

Upon request, the Nevada State Contractors Board provides information about a licensed contractor's license and bond status, as well as disciplinary action. Complaint disclosure is restricted by law to cases which resulted in disciplinary action taken by the Board and those matters formally noticed of pending disciplinary action.

**☞ Northern Nevada Office:**  
5390 Kietzke Lane, Suite 102  
Reno, Nevada 89511  
Investigations: (775) 688-1150  
Fax: (775) 688-1271

**☞ Southern Nevada Office:**  
8400 West Sunset Road, Suite 150  
Las Vegas, Nevada 89113  
Investigations: (702) 486-1110  
Fax: (702) 486-1190

*Information contained in this document is meant to be instructional. The information is believed to be accurate at the time of its production. Questions regarding civil law and the civil court system should be addressed by an attorney.* Form 102