

# The Nevada State Contractors

Board can assist you with problems you may have with a licensed contractor. If you believe a contractor has done something wrong, or has violated the law, you can file a complaint. Since 1941, NSCB has been protecting consumers. Based on its years of experience, NSCB is providing this information to inform you on filing complaints.

## About the Board

The Nevada State Contractors Board (NSCB) governs contractor licensing for the State's construction industry. Contact us for information you need about a contractor's license and bond.

The Board also has important consumer information and complaint forms that can be downloaded or sent to you by calling one of the Board's offices.

Get information from NSCB before you:

- Hire a contractor.
- Sign a contract.
- Pay for work and repairs.

**Visit our website to learn more about the Residential Recovery Fund.**



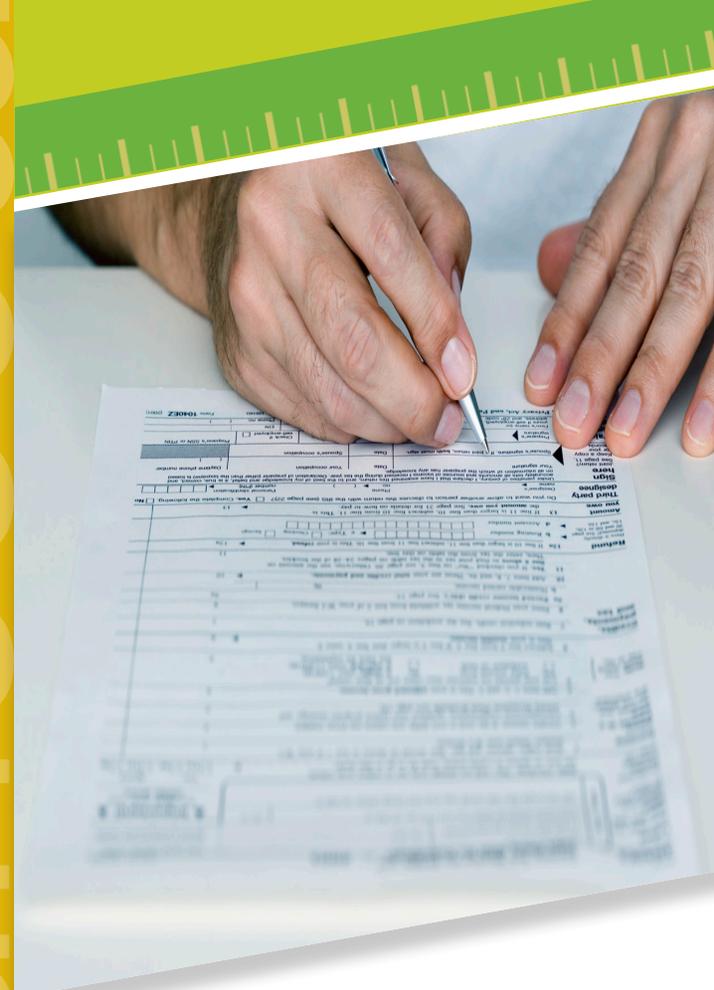
[www.nscb.nv.gov](http://www.nscb.nv.gov)



**Southern Nevada Office**  
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Phone: 702-486-1100  
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**Northern Nevada Office**  
9670 Gateway Drive, Ste. 100  
Reno, NV 89521  
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If you believe the contractor you hired has performed substandard work, you may file a complaint with NSCB. Complaint forms can be downloaded from our website at: [www.nscb.nv.gov](http://www.nscb.nv.gov) or obtained at one of our offices.



# How To File A Complaint



**Measure up...use licensed contractors.**





# The Investigative Process

## Filing A Complaint

You may file your complaint by calling the Nevada State Contractors Board (NSCB) to request a **licensed contractor complaint form**. You can also download the complaint form online at: [www.nscb.nv.gov](http://www.nscb.nv.gov), click on “Forms,” then “Complaint Forms.”

## Complaints Against Contractors

- An NSCB investigator will examine the alleged violations and decide if there are workmanship issues that require a jobsite visit.
- The contractor is mailed a copy of the consumer’s complaint.
- If a jobsite visit is necessary, the investigator will usually advise the contractor and the consumer within 10 days of the scheduled date and time.

## Investigative Process

- The jobsite visit is conducted with the consumer and contractor present.
- The investigator will research and evaluate all information gathered through the jobsite visit, building codes, plans and specifications, industry standards and other information furnished by the consumer and the contractor.
- The investigator will make a decision based upon this investigation as to the validity of each allegation made.

## Invalid Complaint

If the investigator concludes there is insufficient evidence to validate the complaint, the case is closed, and the homeowner is notified.

## Notice to Correct

- If the investigator validates items within a complaint, a Notice to Correct is sent to the contractor listing the items requiring resolution or correction.
- A Notice to Correct is usually sent within five (5) working days following the jobsite visit. A copy of the notice is also sent to the consumer.
- The contractor is generally allowed 20 to 30 business days to comply with the Notice to Correct.
- Many complaints are resolved without disciplinary action. If disciplinary action is recommended, formal disciplinary proceedings will be initiated.