

## Filing a Complaint

**The Bureau of Construction Codes does not have legal authority over contractual, monetary, or warranty issues nor does the bureau have authority to conduct criminal prosecution.**

The Bureau of Construction Codes (BCC) has authority to review and investigate complaints against electricians, mechanical contractors, plumbers, boiler and elevator licensees, mobile home parks, mobile home retailers, local governmental code enforcing agencies, and alleged non-compliance to Barrier Free Design requirements. Grounds for complaint can include, but are not limited to, negligence resulting in physical harm to a consumer, performing work without a permit or proper licensure, and fraud or deceit in the performance of work. Filing a complaint with the BCC is not your only option. Some disputes are best resolved informally between the consumer and the contractor, formally through the courts, or by other agencies.

**If code activities for your unit of government are enforced at the local or county level, you should first contact the local enforcing agency to see if the matter can be resolved with them *before* submitting a complaint to the state.**

Complaints received by BCC where a local code enforcing agency has jurisdiction over the allegations described in the complaint may be forwarded to the local jurisdiction.

For each of the construction code disciplines (building, electrical, mechanical, and plumbing) there are three levels of jurisdiction (state, county, local). The bureau's Statewide Jurisdiction List shows the enforcing agency for all units of government in Michigan.

**LOCAL** (city, township, or village); the unit of government has their own code enforcement program.

**COUNTY**; the unit of government receives code enforcement services from a county enforcing agency.

**STATE**; the Bureau of Construction Codes is responsible for code enforcement in that unit of government.

Complaints should be made in writing using the Statement of Complaint form, letter, email-LARA-BCC-Complaints@michigan.gov or on-line at <https://aca3.accela.com/lara/> in which you fully describe the factual basis for the allegation. Based upon the information you provide, your complaint will be reviewed to determine if the bureau has jurisdiction over the matter and whether a violation of the statutes or rules has occurred, if an investigation will be initiated or if additional information is required. A letter will be mailed to you acknowledging receipt of your complaint. Complaints should contain the following information:

- Name, address, and phone number of complainant (unless wishing to file anonymously)
- Job location
- Township, city, or village and county of job location
- Name and address of company/person the complaint is against
- Name of the individual(s) you dealt with at the company
- License number of company/person, if known
- What you hired the person/company to do
- What was wrong with the work that was performed?
- If equipment was installed, was a permit obtained and/or inspections performed?
- Copies of any correspondence you sent or hand delivered to the respondent.
- Copies of any written response received from the respondent. If you received a verbal response only, indicate who you spoke with, what you were told and the date.
- Copies of any substantiating documentation which support your complaint which may include, but are not limited to:
  - o Purchase agreement/Contracts/Price quotations/Estimates/Invoices
  - o Notes you may have taken
  - o Permit and inspection records from the local unit of government
  - o Advertisements
  - o Proof of payment for work performed (canceled check, receipt, closing statement)
  - o Clear photographs showing the alleged violation and the date the photos were taken
  - o Court documents if applicable

**Do not** include any information that you do not want to be released to the respondent, such as your social security number or other personal information. **Do not** send bulky material. We will request additional information if needed.

**KEEP COPIES OF ALL DOCUMENTS SENT TO THE BUREAU.**

Please mail your complaint to the following address:

Michigan Department of Licensing and Regulatory Affairs  
Bureau of Construction Codes/Licensing and Complaints Division  
P.O. Box 30254, Lansing, Michigan 48909

# Statement of Complaint

Michigan Department of Licensing and Regulatory Affairs  
Bureau of Construction Codes/Licensing and Compliance Division  
PO Box 30254, Lansing, MI 48909  
517-241-9316  
E-Mail: lara-bcc-compliance@michigan.gov

COMPLAINT NUMBER - FOR OFFICIAL USE ONLY

Authority: 1972 PA 230, 1956 PA 217, 1984 PA 192, 2002 PA 733 Penalty: Failure to provide the information may result in denial of your request.	LARA is an equal opportunity employer/program. Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.
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Please read form in its entirety before completing. •Mail form and all applicable attachments to the address listed above.

## NOTE: The Bureau is limited in its scope of authority.

- We do not act as a court of law, we cannot order that monies be refunded, contracts be canceled, damages be awarded, etc.
- We do not provide legal advice.
- We do not take action in matters involving business practices.
- We do not return copies of documents, pictures, plans, or plats.

It is suggested you first contact the person or firm about whom you have a complaint to see if a settlement can be reached. If this is unsuccessful, you may want to consult an attorney to determine your civil options, file an action in Small Claims Court, or contact your local prosecutor. This may be done in conjunction with or in lieu of filing a complaint with this Department.

## THIS COMPLAINT RELATES TO THE FOLLOWING:

- Electrical Licensee    Mechanical Licensee    Plumbing Licensee    Boiler Licensee    Elevator Licensee  
 Barrier Free    Local Government    Mobile Home Park    Mobile Home Retailer

## I. Complainant Information (information about you)

YOUR NAME: (Last, First, Middle Initial)	E-MAIL ADDRESS:		
YOUR STREET ADDRESS:	CITY:	STATE:	ZIP CODE:
COUNTY:	TELEPHONE NUMBER (Include Area Code):	FAX NUMBER (Include Area Code):	
Preferred Method of Contact:	<input type="checkbox"/> Regular Mail <input type="checkbox"/> E-Mail (Note: Larger-sized responses may need to be sent via regular mail)		

## II. Complaint Information (who the complaint is against)

NAME OF BUSINESS OR INDIVIDUAL COMPLAINT IS REGARDING:	LICENSE NUMBER (If Known):		
CONTACT PERSON:	TELEPHONE NUMBER (Include Area Code):	COUNTY:	
STREET ADDRESS:	CITY:	STATE:	ZIP CODE:
Have you contacted the above named business or individual regarding your complaint? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, what was the result? (Please provide copies of any documents related to the above contact)			

Have you contacted the local unit of government responsible for code enforcement? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, what was the result?	
NAME OF THE CODE OFFICIAL:	NAME OF LOCAL JURISDICTION:
Did you file a claim with any other state or local agency <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", list agency(ies). (Attach additional sheets if necessary)	
Have you started legal action? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, where?	Case Number:
Current Status of Claim:	
Explain how you would like to see this complaint resolved:	

**III. Details of Complaint** - Briefly explain your complaint, include pictures and/or documents as necessary. Note: Originals will not be returned. Attach additional sheets if necessary to clearly document the violations you believe have occurred.

DATE THE WORK/ISSUE OCCURRED?	HAS THE PHYSICAL EVIDENCE BEEN PRESERVED (if applicable)? <input type="checkbox"/> Yes <input type="checkbox"/> No
Explanation of Complaint:	

**IV. Attachments Supporting Complaint** - Please indicate which documents have been attached. Note: Additional documentation may be requested to support your complaint.

<input type="checkbox"/> Contracts/Price Quotes/Estimates <input type="checkbox"/> Notes you have taken <input type="checkbox"/> Permit and inspection records from the local unit of government <input type="checkbox"/> Court documents (if applicable)  <input type="checkbox"/> Other: _____	<input type="checkbox"/> Proof of payment for work performed (cancelled check, receipt, closing statement) <input type="checkbox"/> Advertisements <input type="checkbox"/> Clear photographs showing the alleged violation and the date photos were taken
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I understand this form is a public record under 1976 PA 442, the Freedom of Information Act, and that the agency may be sending a copy of this form to the business/person complained against. If this complaint is accepted and, after investigation, it is necessary to hold a formal hearing, I agree to voluntarily testify at the hearing regarding this complaint.

SIGNATURE:	DATE:
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