Filing a Complaint

The Bureau of Construction Codes (BCC), Building Trades Section (BTS) does not have jurisdiction over contractual, monetary, or warranty issues, nor does BCC have authority to conduct criminal prosecution.

Filing a complaint with BCC is not your only option. Some disputes are best resolved informally between the consumer and the person or local unit of government you have a complaint with formally through the courts, or by other agencies.

BCC has authority to review and investigate complaints against local governmental code enforcing agencies. Note: BCC can only take action for violations specified in the Stille-DeRossett Hale Single State Construction Code Act, Occupational Code, Skilled Trades Regulation Act, and Administrative Rules.

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 (3) levels of jurisdiction (state, county, local). The bureau's Statewide Jurisdiction List shows the enforcing agency for all units of government in Michigan. This list is located at www.michigan.gov/bcc under "Forms & Publications".

- **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.

In accordance with 1972 PA 230, MCL 125.1514 which states in part, [i]f an enforcing agency refuses to grant an application for a building permit, or if the enforcing agency makes any other decision pursuant or related to this act, or the code, an interested person, or the person's authorized agent, may appeal in writing to the board of appeals. The board of appeals shall hear the appeal and render and file its decision with a statement of reasons for the decision with the enforcing agency from whom the appeal was taken not more than 30 days after submission of the appeal. Failure by the board of appeals to hear an appeal and file a decision within the time limit is a denial of the appeal for purposes of authorizing the institution of an appeal to the commission. A copy of the decision and statement of the reasons for the decision shall be delivered or mailed, before filing, to the party taking the appeal.

MCL 125.1516 states in part that "[a]n interested person, or the interested person's authorized agent, may appeal a decision of a board of appeals to the commission within 10 business days after filing of the decision with the enforcing agency or, in case of an appeal because of failure of a board of appeals to act within the prescribed time, at any time before filing of the decision. An appeal to the commission shall be decided within 30 days after receipt of the appeal by the commission. A copy of the decision and a statement of reasons for the decision shall be sent to the applicant and filed with the affected board of appeals and enforcing agency within 5 business days after the making of the decision.

KEEP COPIES OF ALL DOCUMENTS SENT TO THE BUREAU

To file a complaint, the following information should be submitted.

- A completed, signed Statement of Complaint against Local Unit of Government form, in which is fully described the factual basis for the allegation. This form is located at www.michigan.gov/bcc under "Local Government Complaints, School Delegation, & Code Administration & Enforcement".
- Copies of any correspondence sent or provided to the local governmental agency you have a complaint with.
- Copies of any written response received from the local governmental agency you have a complaint with. If only a verbal response was received, notice of who was spoken to, response received and date of communication.
- Copies of any documents which support the allegations which may include, but are not limited to:
    - Complete Contracts/Price Quotes/Estimates/Change Orders
    - Proof of payment (canceled check, receipt, closing statement)
    - Permit and inspection records from the local unit of government
    - Advertisements
    - Notes you have taken
    - Clear photographs showing the alleged violation and the date the photos were taken
    - Court documents, if applicable
    - Other relevant documents

You must provide relevant documentation to substantiate your complaint. If you fail to provide documentation to substantiate your complaint, your complaint will be closed with no action taken.

Information will be released to who the complaint is against; therefore, information such as a social security number or other personal information, should not be included. Do not send bulky material.

Completed form and all supporting documents shall be sent to the following address or email:

Michigan Department of Licensing and Regulatory Affairs
Bureau of Construction Codes/Building Trades Section
P.O. Box 30254, Lansing, Michigan 48909
email: LARA-BCC-Buildingtrades@michigan.gov

Statement of Complaint against Local Unit of Government

Michigan Department of Licensing and Regulatory Affairs
Bureau of Construction Codes/Building Trades Section
PO Box 30254, Lansing, MI 48909
517-241-9313
LARA-BCC-BuildingTrades@michigan.gov

Authority: 1980 PA 299, 1972 PA 230, 2016 PA 407 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.

Please read the form in its entirety before completing. Type or print legibly in ink.
The Department has jurisdiction in only certain matters involving the local government the complaint is against. If the Department has jurisdiction over your complaint, an investigation will be conducted for possible action by the Department.

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, etc.
- We do not provide legal advice.
- We do not return copies of documents, pictures, and plans.

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):		
Are you willing to testify in a hearing? ☐ Yes ☐ No	Preferred Method of Contact: ☐ E-Mail ☐ Regular Mail- recommended for larger-sized responses		

II. Complaint Information (who the complaint is against)

NAME OF LOCAL GOVERNMENT COMPLAINT IS REGARDING:			
NAME OF THE PERSON YOU DEALT WITH / CONTACT PERSON:	TELEPHONE NUMBER (Include Area Code):	COUNTY:	
STREET ADDRESS:	CITY:	STATE:	ZIP CODE:

Have you contacted the above-named local government regarding your complaint? ☐ Yes ☐ No
If yes, what was the result? (Please provide copies of any documents related to the above contact)

III. Supplemental Information

NAME OF THE CODE OFFICIAL (If different than contact person):		
Did you file a claim with any other state or local agency? ☐ Yes ☐ No If "Yes", list agency(ies). (Attach additional sheets if necessary) Have you started legal action? ☐ Yes ☐ No		
If yes, where?	Case Number:	Current Status of Claim:

Briefly explain how you would like to see this complaint resolved:

IV. 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.

LAST DATE OF WORK PERFORMED:	HAS THE PHYSICAL EVIDENCE BEEN PRESERVED(if applicable) ☐ Yes ☐ NO
EXPLANATION OF COMPLAINT:	

V. Attachments Supporting Complaint – You must provide relevant documentation to substantiate your compliant.

Note: If you fail to provide documentation to substantiate your complaint, your complaint will be closed with no action taken.

- ☐ Proof of payment (cancelled check, receipt, closing statement)
- ☐ Notes you have taken
- ☐ Permit and Inspection Records from the local unit of government
- ☐ Other relevant documents
- ☐ Clear Photographs showing the alleged violation and the date the photos were taken (preferably in color)
- ☐ Court documents if applicable

I understand this form is a public record under 1976 PA 442, the Freedom of Information Act, and that the Department may be sending a copy of this complaint to the person/company complained against.

SIGNATURE _____ DATE _____