

## Filing a Complaint

**The Bureau of Construction Codes (BCC), Residential Builders Section (RBS) does not have jurisdiction over contractual, monetary, or warranty issues, nor does BCC have authority to conduct criminal prosecution. BCC has jurisdiction in only certain matters involving consumers and Residential Builders and Maintenance & Alteration Contractors pursuant to the Michigan Occupational Code (1980 PA 299), MCL 339.101 et seq.**

Filing a complaint with BCC is not your only option. Some disputes are best resolved informally between the consumer and the builder, formally through the courts, or by other agencies.

BCC has authority to review and investigate complaints against Residential Builders and Maintenance & Alteration Contractors. Note: BCC can only take action for violations specified in the Occupational Code and Administrative Rules.

BCC must receive residential building complaints no later than 18-months after completion, occupancy, or purchase, whichever occurs latest. With regards to projects requiring an occupancy permit, the 18-months ends with the latest of either issuance of a temporary certificate of occupancy, a certificate of occupancy, or closing. Include appropriate documentation to reflect completion or last date of work performed, occupancy, closing, or purchase, as applicable.

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

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

- A completed Statement of Complaint form, in which is fully described the factual basis for the allegation. This form is located on [www.michigan.gov/bcc](http://www.michigan.gov/bcc) under "Complaints".
- Copies of any correspondence sent or provided to the builder.
- Copies of any written response received from the builder. 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 the builder, so personal information, such as a social security number or other personal information should not be included. Do not send bulky material.

Please mail the completed form and all documents to the following address or email:

Michigan Department of Licensing and Regulatory Affairs  
Bureau of Construction Codes/Residential Builders Section  
P.O. Box 30254, Lansing, Michigan 48909  
email: [LARA-BCC-RBS-Compliance@michigan.gov](mailto:LARA-BCC-RBS-Compliance@michigan.gov)

# Residential Builders-Statement of Complaint

Michigan Department of Licensing and Regulatory Affairs  
Bureau of Construction Codes/Residential Builders Section  
PO Box 30254, Lansing, MI 48909  
517-241-9309

[LARA-BCC-RBS-Compliance@michigan.gov](mailto:LARA-BCC-RBS-Compliance@michigan.gov)

Authority: 1980 PA 299, MCL 339.101 *et seq.*  
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.

Type or print legibly in ink. The Department has jurisdiction in only certain matters involving Residential Builders and Maintenance & Alteration Contractors pursuant to the Michigan Occupational Code. If the Department has jurisdiction over your complaint, an investigation will be conducted for possible licensing action by the Department. If a complaint is against a residential builder for violations of the Occupational Code, you should send a copy of the initial complaint to the builder.

The Department must receive residential building complaints no later than 18-months after completion, occupancy, or purchase, whichever occurs latest. With regards to projects requiring an occupancy permit, the 18-months ends with the latest of either issuance of a temporary certificate of occupancy, a certificate of occupancy, or closing. Include appropriate documentation to reflect completion or last date of work performed, occupancy, closing, or purchase, as applicable.

**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 act in matters involving business practices.
- We do not return copies of documents, pictures, and plans.

It is suggested you first contact the person or company 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 law enforcement. Your individual remedies should be pursued in the civil courts. This may be done in conjunction with, or in lieu of, filing a complaint with this Department.

**THIS COMPLAINT RELATES TO THE FOLLOWING:**

- Individual Residential Builder     Residential Builder Company     Salesperson  
 Residential Maintenance & Alteration Contractor     Residential Maintenance & Alteration Company

**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? <input type="checkbox"/> Yes <input type="checkbox"/> No				

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

NAME OF BUSINESS OR INDIVIDUAL LICENSEE COMPLAINT IS REGARDING:		LICENSE NUMBER (if known):		
NAME OF THE PRSON YOU DEALT WITH / 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)

**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.**

LAST DATE OF WORK PERFORMED:	HAS THE PHYSICAL EVIDENCE BEEN PRESERVED(if applicable) <input type="checkbox"/> Yes <input type="checkbox"/> NO
EXPLANATION OF COMPLAINT:	

**IV. Attachments Supporting Complaint** – You must provide relevant documentation to substantiate your complaint.

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

<input type="checkbox"/> Complete Contracts/Price Quotes/Estimates/Change Orders	<input type="checkbox"/> Advertisements
<input type="checkbox"/> Proof of payment (cancelled check, receipt, closing statement)	<input type="checkbox"/> Notes you have taken
<input type="checkbox"/> Permit and Inspection Records from the local unit of government	<input type="checkbox"/> Other relevant documents
<input type="checkbox"/> Clear Photographs showing the alleged violation and the date the photos were taken	
<input type="checkbox"/> 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