



**CONSTRUCTION INDUSTRY LICENSING BOARD (CILB)**  
**OF PALM BEACH COUNTY**  
**PZB/CONTRACTORS CERTIFICATION DIVISION**  
**2300 N JOG ROAD, SUITE 2W-61**  
**WEST PALM BEACH, FL 33411-2741**  
**Telephone: (561) 233-5525**  
**EMAIL: [PZB-INVESTIGATIONS@pbcgov.org](mailto:PZB-INVESTIGATIONS@pbcgov.org)**  
**WEBSITE: [www.pbcgov.com/pzb/contractors](http://www.pbcgov.com/pzb/contractors)**

### Complaint/Referral Against a Contractor



All information provided is public record and is available for inspection by the public under the Florida Public Records Law. This includes all of the information you have included in this complaint and supporting documentation.

Contact Information			
Name	Home Phone		
Address	City	State	Zip
Mobile Phone	Work Phone		
Email			
Contractor Information			
Name	Company Name		
Address	City	State	Zip
Phone	Fax		
License # Used	Contact Person		
Email			
Complaint/Referral Initiation			
<input type="checkbox"/> By Owner <input type="checkbox"/> By General Contractor Against Subcontractor <input type="checkbox"/> By Subcontractor Against General Contractor <input type="checkbox"/> By PBC Department/Division _____ <input type="checkbox"/> Complaint by a Government Entity _____ <input type="checkbox"/> Other			
Project Information			
Construction Site Owner Name	Construction Site Owner Phone		
Construction Site Owner Address	City	State	Zip
Construction Site Physical Address	City	State	Zip
Information on the work for which you contracted:			
Contract Date	Date Work Started	Date Work Ceased	
Amount \$	Amount Paid on Contract \$	<input type="checkbox"/> Check <input type="checkbox"/> Cash <input type="checkbox"/> Credit	
Why did you choose this contractor?			
<input type="checkbox"/> Regular Customer <input type="checkbox"/> Door-to-Door Solicitation <input type="checkbox"/> Referral <input type="checkbox"/> Advertisement <input type="checkbox"/> Other               Please explain: _____			

**Is this project a:**

- Residence     New Construction     Commercial Building     Public Utility     Other

**Please explain:**

- Repair     Remodel     Addition     Other

**Please explain:**

**Was the contract:**

- Written     Oral     New Home Purchase Agreement     Public Utility     Other

**Please explain:**

**Were there any change orders?**

- Yes     No

**If yes, were they:**     Written     Oral     Both

**Is your complaint:**

- Abandonment     Quality of Work     No permits     Other

**Please explain:**

**Was a permit obtained?**

- Yes     No     Unknown

**If yes, permit pulled by:**     Contractor     You     Salesperson     Public Utility     Unknown

Permit #

Department

**Was a Notice of Commencement filed?**

- Yes     No     Unknown

**Who presented contract?**

**Who was the contract presented to?**

- Contractor     Salesperson     Other

Name of person/Company:

**Name:**

**Does the contractor have employees or is a subcontractor?**

- Yes     No     Unknown

**If yes, how many:**

**Did you dismiss the contractor, cease and desist the contractor or terminate?**

- Yes     No     Dismiss     Cease and Desist     Terminate

**Was any work performed?**

- Yes     No     Unknown

**Did you receive a "Notice to Owner?"**

- Yes     No     Unknown

**If yes, by whom:**

**Were any liens filed on this job?**

- Yes     No     Unknown

**Did you file any claims or liens on contractor?**

- Yes     No     Unknown

**Have you filed a complaint with State of Florida Department of Business and Professional Regulation?**

Yes    No    Unknown

**Are you attaching any documentation in support of your complaint?**

Yes    No

**Please list each documents (example: photos, contracts, etc.)**

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.



Please provide copies (front and back) of all paperwork related to your complaint, including copies of contracts and/or estimates, proof of payment\* and any other pertinent materials – including photographs. Please cross out all Social Security numbers and bank or credit card account numbers. If copies are not available, please indicate. **Do not send original documents**

\*Proof of payment includes: (1) if payment was made by cash, a receipt reflecting payment; (2) if payment was made by check, a photocopy of the front and back of the negotiated check; (3) if payment was made by credit card, a photocopy of the credit card receipt or statement; (4) if a dispute was filed with your credit card company, the results of that dispute.

An attempt will be made to assist you and the contractor in negotiating a resolution whenever possible. If this is not possible, other actions may be taken depending on the result of an investigation.

- If the contractor is licensed, he/she will be informed of this alleged complaint and will be asked to contact us.
- We are unable to direct an unlicensed person to complete or correct any project.

**We do not represent private citizens in court – nor can we collect money for you.** Please contact an attorney for advice on filing such action.

**Florida Statute §837.06 states:** *Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree.*

**Under penalty of perjury, I declare the facts contained herein are true, correct and complete.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This complaint form must be notarized in order to be accepted for investigation. Please return this completed form with all necessary documentation to the division address on page 1 or e-mail to: [PZB-INVESTIGATIONS@pbcgov.org](mailto:PZB-INVESTIGATIONS@pbcgov.org).

**Notary Public**

**STATE OF FLORIDA**

**COUNTY OF \_\_\_\_\_**

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_

by \_\_\_\_\_  
(name of person acknowledging)

\_\_\_\_\_  
(Signature of Notary Public-State of Florida)

(NOTARY SEAL)

\_\_\_\_\_  
(Print, Type, or Stamp Commissioned Name of Notary Public)

Personally Known \_\_\_\_\_ or Produced Identification \_\_\_\_\_

Type of Identification Produced \_\_\_\_\_