

## PROPOSED HANDLING OF COMPLAINTS

### A. WRITTEN COMPLAINTS RECEIVED BY THE STATE:

1. IF THE STRUCTURE IS MORE THAN TWO (2) YEARS OLD THE COMPLAINT WILL BE HANDLED BY THE STATE OFFICE.
2. IF THE STRUCTURE IS LESS THAN TWO (2) YEARS OLD THE COMPLAINT WILL BE FORWARDED TO THE LOCAL BUILDING OFFICIAL.
3. NOTIFICATION WILL BE SENT TO THE BUILDER AND OWNER INFORMING THEM THAT THE LOCAL BUILDING OFFICIAL WILL BE HANDLING THEIR COMPLAINT.

### B. VERBAL COMPLAINTS:

1. THE OWNER WILL BE INFORMED TO CONTACT THE LOCAL BUILDING OFFICIAL IF THE HOME IS LESS THAN TWO (2) YEARS OLD.

### C. THE STATE WILL CONTINUE TO HANDLE COMPLAINTS SUCH AS:

1. FRAUD
2. ABANDONMENT
3. UNLICENSED
4. UNREGISTERED
5. LICENSE LENDING
6. LIENS FILED
7. NON-PAYMENT OF SUB CONTRACTORS

### D. COMPLAINTS AT LOCAL LEVEL:

1. IF NO CODE VIOLATIONS OR MANUFACTURED INSTALLATION VIOLATIONS ARE FOUND THE COMPLAINT IS FORWARDED TO THE STATE FOR PROCESSING.
2. IF VIOLATIONS ARE FOUND, REQUIRE BUILDER TO CORRECT WITHIN CERTAIN NUMBER OF DAYS.
3. FAILURE OF BUILDER TO COMPLY WITH BUILDING OFFICIALS REQUEST WOULD FOSTER A COMPLAINT TO THE STATE LEVEL ASKING FOR SANCTIONS OF BUILDERS LICENSE.

E. ACTION AT THE STATE LEVEL:

1. NO ADDITIONAL TIME WOULD BE GIVEN FOR THE CORRECTION OF ITEMS.
2. RAPID SCHEDULING OF HEARING OF CASES.
3. BUILDER WOULD HAVE OPPORTUNITY TO CHALLENGE AT THE STATE LEVEL.
3. OWNER WOULD BE KEPT APPRIZED OF ALL ACTIONS DURING PROCESS.

F. ASSISTANCE:

1. STATE PERSONNEL WILL BE AVAILABLE FOR INSPECTIONS AT LOCAL LEVEL WITH BUILDING OFFICIALS.
2. ALL PAPER WORK NOW IN EXISTANCE AND USED BY THE STATE WOULD BE AVAILABLE TO ALL JURISDICTIONS.
3. STATE PERSONNEL WOULD BE AVAILABLE TO MEET WITH STAFF OF LOCAL JURISDICTIONS TO ASSIST IN IMPLEMENTATIONS IF NEEDED.

G. EDUCATION:

1. EDUCATION OF BOTH BUILDERS AND PUBLIC WILL BE HANDLED BY STATE IN FORM OF NEWS RELEASES, AND OTHER MEDIA EVENTS. A NEWSLETTER TO ALL LICENSE BUILDERS WILL BE ISSUED AS SOON AS POSSIBLE.