

## **FILING A COMPLAINT - FLORIDA**

Dear Customer, The Better Contractors Bureau, LTD is a non-profit consumer protection agency, founded in October 1974. Its purpose is to "Protect & Inform" the consumer and "Upgrade" the image of the industry and "ELIMINATE" the unscrupulous contractors operating in our area. We are sorry to hear that you are currently having a problem with a contractor. Listed below are the B.C.B. procedures for filing a complaint:

1.) **COMPLAINTS** cost - \$15.00 processing fee

Complaints are accepted about workmanship on home building & remodeling projects and in suspected cases of senior citizens being taken advantage of. An attempt is made to settle the complaint amicably through the B.C.B. mediation process. Upon receipt of the complaint, the B.C.B. will review its contents and send a copy to the company in question, along with a request for a written response within the thirty- (30) day period. When the company responds in writing, the B.C.B. will then send you a copy of the response. If a company does **NOT** respond within the thirty- (30) day period, all paperwork is then forwarded to the Attorney General's Office and TV Investigative reporters informing them of the contractor's reluctance to respond to consumer complaint

2.) **EXPERT OPINION**

If you wish to have an expert in the trades to verify the work contracted for you to document your complaint, simply fill out the complaint form accordingly and also indicate that you request an opinion. Please send the complaint form along with your check for both the processing fee and the inspection fee as listed below. You may also request only an opinion if you wish, as some times it may only be that you want to see if you have a legitimate complaint!!

3.) Upon receipt of your complaint and or request for an expert opinion, the B.C.B. will have an expert call you to set up an appointment. A written report will be mailed to you shortly after the workmanship is checked. The complaint itself will go through our normal filing procedure above.

4.) The cost of an inspection in Cape Coral, Fla. is \$200.00 and in Ft. Myers, Fla. Is \$250.00. Should the expert have to appear in Court to swear to his findings, there Is A Fee Of \$200.00 per day.

**Home Improvement Contractors who are Members of the Better Contractors Bureau Subscribe to the Above Code of Ethics**

### **IMPORTANT INFORMATION**

- All complaints must be signed at the bottom of the form.
- Complaints must be typed or neatly printed.
- **We cannot process a complaint that has already gone through Small Claims Court, or in the hands of an attorney and is entering legal channels.**
- **Please send a copy of both sides of your contract if possible. Do not send the original.**
- Keep complaints brief but informative.
- Be sure to indicate what will satisfy your complaint. This is very important.

- Inspection fees differ. Call 585-338-3600 to verify the fee if you are unsure.
- **If after going through the complaint and/or opinion process and the company is still uncooperative, we suggest the consumer file a suit through Small Claims Court or your own personal Attorney, which we will work with.**
- Fill out the complaint form, sign and return with your check or money order for processing expenses, in the amount of \$15.00 plus the proper expert opinion fees for your city from the above list.
- Make checks payable to Better Contractors Bureau LTD.
- **All Complaints are to be mailed to: Better Contractors Bureau, 1151 Titus Ave., Rochester, NY 14617.**
- While most complaints are concluded within days, others may take several weeks or sometimes months. If you have any questions regarding this information, please call our office.