

SECTION .0700 - COMPLAINTS; INVESTIGATIONS

21 NCAC 28B .0701 COMPLAINTS; INVESTIGATIONS

(a) All complaints filed with the Board shall be filed either on a form provided by the Board or via the Board's online complaint process at www.nclclb.com. All complaints must contain the following information:

- (1) Date of alleged violation;
- (2) Contact information for licensee/unlicensed contractor;
- (3) Contractor license number, if known;
- (4) Complainant name and contact information;
- (5) Address where alleged violation(s) occurred;
- (6) Description of work performed;
- (7) Copy of written contract; and
- (8) Attestation, by signature, that information provided is true and accurate to the best of complainant's knowledge.

The Board will not investigate anonymous complaints. Incomplete complaints will not be investigated.

(b) Upon completion of the investigation, the investigator's report will be forwarded to a designated Board member and Board staff, who will make a recommendation, based upon whether the investigation produces evidence of a violation of G.S. 89D-22 through 24 or the rules of this Subchapter, to the full Board as to whether the case should be dismissed or whether further action by the Board is warranted.

*History Note: Authority G.S. 89D-15(2); 89D-15(6); 89D-15(7);
Temporary Adoption Eff. January 1, 2016;
Eff. September 1, 2016.*