



## **Bowling Green – Warren County Contractors Licensing Board**

1141 State St, Ste 200 – PO Box 1268 – Bowling Green, KY 42102

Phone: 270-781-3530 Fax: 270-781-3481 [www.bgky.org](http://www.bgky.org)

### **CONSUMER COMPLAINT INFORMATION**

#### **General Information**

The Bowling Green-Warren County Contractors Licensing Board was established by the City of Bowling Green and Warren County Fiscal Court in order to help protect the property owner's health, safety, and welfare by regulating construction activity. The Board regulates construction activity according to current ordinances, and furnishes contractors licenses to individuals, partnerships, and corporations. The Contractors Licensing Board also provides a method for administration and enforcement of these provisions.

*The Contractors Licensing Board does not have the authority to award monetary damages or force the contractor to make repairs. However, they may revoke or suspend the contractor's license through a Formal Hearing. If a hearing is warranted, you may be asked to present testimony in conjunction with your filed complaint.*

#### **Consumer Complaint Procedures**

Should your case fall into the jurisdiction of the Contractors Licensing Board, the complaint process is as follows:

- Obtain and complete a Consumer Complaint Form.
- Return completed form to the Contractors Licensing Board located at 1141 State Street, Suite 200, Bowling Green, Kentucky.
- Copy of the complaint will be forwarded to Contractor and he/she will be directed to respond in writing.
- Letter of receipt will be sent to Complainant as verification that complaint is being processed.
- The Executive Director and/or Contractors Licensing Board staff will review this complaint. If they determine investigation is warranted, the staff will begin its investigation within 15 days.

Complaint # \_\_\_\_\_



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**Consumer Complaint Form**

**Property Owner Name:** \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Daytime Telephone Number: \_\_\_\_\_

Cellular Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Contractor Name:** \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Daytime Telephone Number: \_\_\_\_\_

Cellular Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Location of Construction Project:** \_\_\_\_\_

**List the individuals dealt with on Project:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

For Office Use Only:		
Unlicensed _____	License # _____	Date Received _____

Complaint # \_\_\_\_\_

**Have you contacted the contractor in reference to the complaint?** Yes  No   
(If yes, please attach a copy of the letter that you sent to the contractor.)

**What type is the construction project?** New  Remodeling  Repair Work   
Addition & Renovation  Other  - Please specify \_\_\_\_\_

**Was there a written contract with the contractor on this project?** Yes  No   
(If yes, please attach a copy of the contract)

**Was there an estimated completion date on the contract?** Yes  No   
(If yes, what was the date \_\_\_\_\_)

**Was a building permit obtained for the construction project?** Yes  No   
(If yes, who obtained the building permit? \_\_\_\_\_)

**Were you given a Certificate of Occupancy?** Yes  No

**Were you given a written warranty for the work performed?** Yes  No

**What was the total contract amount of the construction project?** \_\_\_\_\_

**Did you pay any money up front?** Yes  No   
(If yes, how much? \$ \_\_\_\_\_)

**Has the contract amount been paid in full?** Yes  No   
(If no, how much is owed on the contract? \$ \_\_\_\_\_)

**Are any amounts in dispute (billings, payments, change orders, etc.)?** Yes  No   
(If yes, give a complete explanation) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**What date was the construction project contract signed?** \_\_\_\_\_

**What date was the construction project started?** \_\_\_\_\_

**What date was the construction project completed?** \_\_\_\_\_

**Name any sub-contractors on site** \_\_\_\_\_  
\_\_\_\_\_

**Did Contractor have employees on site?** Yes  No   
(If yes, please list names if possible) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

