

## Here's How to Contact Us:

### Online

Businesses and consumers can search for licensees, apply for a license, or file a complaint to be heard by the License Review Board by visiting our website: [www.marioncountyfl.org/building.htm](http://www.marioncountyfl.org/building.htm)

Then:

*Click on [Licensing Division](#)*

*Click on [Need a Licensing Form?](#)*

*Click on [Licensing-Complaint Form](#)*

### Phone

The Contractor Licensing Division phone number is (352) 438-2429.

Hours of operation are:

Monday-Thursday 8 a.m. to 5 p.m.

Friday 9 a.m. to 5 p.m.

### Fax

The Contractor Licensing Division fax number is: (352) 438-2430.

### Mail

Marion County Building Department  
Contractor Licensing Division  
2710 East Silver Springs Boulevard  
Ocala, Florida 34470

## For complaints not within the License Review Board jurisdiction:

Civil Court	352-620-3892
Legal Aid Services	352-629-0105
Better Business Bureau	407-621-3300
Marion County Sheriff	352-732-8181
State Attorney's Office	352-620-3800

The Florida Department of Business and Professional Regulation [DBPR] regulates contractor activity in Florida. To file a complaint against a state-licensed contractor call (850) 487-1395.

### Steps You Should Take:

1. Get estimates for the repairs or job completion from other licensed contractors. These may be needed for later use.
2. If the original contractor is not able or willing to satisfactorily complete your job then consider hiring another contractor. Document how the job was left by the initial contractor prior to the new contractor starting.
3. Contact your homeowner's insurance company to inquire about filing a claim for the loss or damage that was caused.
4. Retain copies of all paperwork involved in the complaint. Documentation is a key component for the LRB or the FL State Attorney's Office when hearing your case.
5. Keep a log of all communication attempts that were made to resolve the dilemma.



## CONSUMER'S GUIDE TO FILING A CONTRACTOR COMPLAINT



**Contractor Licensing Division  
Marion County Building Department  
2710 E. Silver Springs Boulevard  
Ocala, FL 34470**

# FILING A COMPLAINT AGAINST A CONTRACTOR IN MARION COUNTY

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## Marion County License Review Board

In accordance with Florida Statutes-Chapter 489 Marion County convenes a monthly License Review Board [LRB] to oversee contractor licensing and complaints.

### How do I file a complaint?

You can file a complaint in person, by mail, or online. When submitting a complaint you must provide evidence to support your allegation against the contractor. All submissions become part of the Marion County Building Department case file and will not be returned.

- If submitting pictures, please submit two identical CDs, and label both with your name and contact information. If submitting individual photos you must provide two sets and notate the back of each with your name and contact information.
- If submitting videotapes, you must submit two: one for the contractor to review prior to the hearing and one for the Building Department case file.
- Submit a visual aid **only** if you are challenging the quality of work performed by the contractor.

All supporting evidence should be submitted when you file the complaint.

### What will happen to my complaint?

All complaints are reviewed by the Probable Cause Committee to determine if it falls within the Board's jurisdiction and is ready to be heard; or if more investigation is required before going before the LRB. Case review prior to the formal hearing may allow facilitation or resolution between the complainant and contractor.

### What types of issues *cannot* be reviewed by the Licensing Division?

- Fees and price disputes
- Disagreements over contract terms

Please note that the Licensing Division's inability to investigate a complaint is not due to lack of concern: Florida law limits the types of complaints the Division can investigate. Whenever possible we will assist you with referring your complaint to another government agency that may be able to help you. You may also wish to speak to a private attorney about your rights.

### Will my complaint be confidential?

When an investigation is undertaken the Licensing Division must provide a copy of your complaint to the subject of the investigation. **Cases involving complaints of unlicensed activity are always public record.**

### Can I file an anonymous complaint?

No. All complaints filed with the Licensing Division are subject to be heard before the Marion County LRB and must identify both the complainant and the contractor.

### How long will it take for my complaint to be heard?

On average complaints take between 45-65 days to be processed. Complaints are first examined by a Marion County staff attorney and the Probable Cause Committee.

### How often will I be contacted?

The Licensing Division will notify you in writing at various points in the complaint process.

### Will I have to be a witness at a trial?

You will be called as a witness by the LRB in any administrative proceeding against the license holder you have filed a complaint against.

### What could happen to the contractor because of my complaint?

Discipline may include the payment of fines (up to \$5,000 per offense), the suspension or revoking of their county competency card, loss or suspension of permitting privileges, or a combination thereof.

### Can the LRB or the Marion County Building Department help me to recover money?

In most cases the answer is no. Under very limited circumstances the LRB may be able to assist you in recovering money through mediation. Some professions set aside funds to help remedy violations committed by its licensed professionals. For more information visit: <http://www.myfloridalicense.com>.

### Can I be sued for filing a complaint?

Florida law protects any complainant or witness against civil liability for information furnished with respect to any State of Florida Department investigation or administrative proceeding. Unless the complainant or witness acted in bad faith or with malice in providing the information no civil liability or penalty can be brought.