



CONSTRUCTION INDUSTRY LICENSING
BOARD OF PALM BEACH COUNTY
2300 N. JOG ROAD
WEST PALM BEACH, FL 33411-2741
PHONE #(561) 233-5525
FAX #(561) 233-5554

WWW.PBCGOV.COM/PZB/CONTRACTORS

COMPLETE THE ATTACHED FORM AND RETURN WITH
DOCUMENTATION TO THE ABOVE LISTED ADDRESS

IMPORTANT INFORMATION CONCERNING YOUR COMPLAINT

Process of a Complaint: This office investigates complaints filed against licensed and unlicensed contractors to determine if there are violations of the Licensing Laws. When complaints are received, they are assigned to an investigator. The investigator assigns a case number and reviews the complaint. The investigator will notify the complainant with a phone call that the complaint was received.

In order to process your complaint in a timely manner, please provide the following information:

1. Full details and date of incident.
2. Include copies of documents such as contracts, bids, invoices, canceled checks, advertisements, correspondence, photographs, etc., to support your complaint.

Information available concerning the status of a complaint: To follow up on your complaint, you may contact the investigator assigned at the phone number provided by the investigator. At the completion of the investigation, the investigator will advise you of the outcome. If your complaint was turned in as anonymous, please be advised that no further information will be able to be provided to you on the status of the complaint, however, you may visit our office and review the completed investigation files.

Procedures: After investigating the issues identified in the complaint, we will assist the complainant and contractor in negotiating a resolution whenever feasible. This office can issue notices of violation or civil citations to contractors. If a county certified (licensed) contractor is found in violation of the Licensing Law, they may have to appear before the Construction Industry Licensing Board, which may discipline the Qualifier. Board action can include:

- Probation
- Suspension
- Revocation
- Administrative Fine
- Order Reimbursement or Restitution

Such issues as punitive damages, pain and suffering, legal fees, etc., are civil in nature and should be addressed to a court with appropriate jurisdiction. If you are filing a complaint regarding fees, personal conduct or a manufacturer's warrantee, please be advised that this office would not be able to assist you. However, the Palm Beach County Consumer Affairs Division of the Public Safety Department may be able to assist you on those issues. You may contact them by phone at (561) 712-6600 or visit their website for more information.



CONSTRUCTION INDUSTRY LICENSING
BOARD OF PALM BEACH COUNTY
2300 N. JOG ROAD
WEST PALM BEACH, FL 33411-2741
PHONE #(561) 233-5525
FAX #(561) 233-5554

WWW.PBCGOV.COM/PZB/CONTRACTORS

The Laws of Florida and Palm Beach County requires a Contractor to have a CERTIFICATE OF COMPETENCY to bid, contract or perform in the following trades:

GENERAL	IRRIGATION SPRINKLER
BUILDING	LIGHTNING PROTECTION SYSTEM
RESIDENTIAL	MARINE
PLUMBING	MASONRY
ELECTRICAL	PAINTING
HARV (HEATING, AIR CONDITIONING REFRIGERATION & VENTILATION)	PAVER BRICK
<u>ACOUSTICAL / SUSPENDED</u>	PAVING CONTRACTOR
ACOUSTICAL CEILING	PLASTERING
ALUMINUM SPECIALTIES	REINFORCING STEEL
BURGLAR ALARM – LIMITED	ROOFING
CARPENTRY	SEPTIC TANK
CARPENTRY – FINISH	SIGN CONTRACTOR - ELECTRICAL
COMMUNICATION & SOUND	SIGN CONTRACTOR–NON ELECTRICAL
CONCRETE FORMING & PLACING	STRUCTURAL STEEL ERECTION
DECORATIVE METAL	SWIMMING POOL CONSTRUCTION
DEMOLITION	SWIMMING POOL MAINT & REPAIR
DREDGING & LAND FILLING	TENNIS COURT
DRYWALL	TILE, TERRAZZO & MARBLE
FABRIC AWNINGS	TV ANTENNA & SATELLITE DISH
FENCE	UNDERGROUND / OVERHEAD, TRANSMISSION LINES
GARAGE DOORS	UNDERGROUND UTILITIES
GLASS & GLAZING	WINDOW & DOOR
GUNITE	
HIGH PRESSURE GAS PIPELINE	
HURRICANE SHUTTER / AWNING	
INSULATION	

TO OBTAIN A COMPLAINT FORM FROM THE STATE OF FLORIDA FOR A STATE CERTIFIED CONTRACTOR, PLEASE CONTACT THE DEPARTMENT OF BUSINESS & PROFESSIONAL REGULATION AT (850) 487-1357 OR ON LINE AT www.myflorida.com.

