



State of Oklahoma Construction Industries Board

CIB Investigation Procedure for Licensed Home Inspector Complaints

- Once received, a complaint form is initially reviewed by the CIB Administrator and the Licensed Home Inspector Investigator to determine if the complaint is actionable (within the jurisdictional scope of the Committee and the CIB).
- All actionable complaints are placed on the Committee agenda for formal assignment for investigation.
- Complaints which are not actionable are forwarded to the Committee with the recommendation that the complaint be dismissed for lack of jurisdiction.
- Anytime a complaint is dismissed by Order of the Committee, the CIB will issue a letter to the Complainant and the Home Inspector.
- After investigation, the CIB Administrator and Licensed Home Inspector Investigator will make a report on the claim to the Committee with a recommendation for action.
- Complaints investigated by the CIB which make allegations within the scope of the Committee's jurisdiction and are supported by evidence will be placed on the Committee agenda with a recommendation for a Committee hearing. Both the Complainant and the Home Inspector will be given notice of the hearing date and may be expected to testify.
- Complaints investigated by the CIB which make allegations within the scope of the Committee's jurisdiction but are not supported by evidence will be placed on the Committee agenda with a recommendation for dismissal.
- Examples of complaints which are not supported by evidence may include, but are not limited to, anonymous complaints to which there are no witnesses or identifying documentation, complaints or allegations for activities which occurred over two years ago or complaints in which the property has been altered since the alleged conduct with no evidence or documentation of the property's prior condition.
- Regardless of the CIB's recommendation, the disposition of all complaints is subject to the discretion and authority of the Committee of Licensed Home Inspector Examiners.
- This complaint process, while very important in regulating the licensed home inspector occupation and industry, does not afford citizens any private rights, remedies, restitution or other relief.
- Disputes between a consumer and a home inspector should be undertaken in the appropriate court or other forum having jurisdiction over the matter and the parties involved.

**Construction Industries Board
Home Inspector License Unit
2401 NW 23rd Street, Suite 2F
Oklahoma City, OK 73107
Telephone: (405) 521-6550
Fax: (405) 521-6525
<http://ok.gov/cib/>**

Complaint No. _____
(For Office Use Only)

HOME INSPECTOR COMPLAINT FORM

Please print or type information requested below AND retain a copy for your records.

Name of person making complaint _____

Street Address _____

City, State, Zip Code _____

Home Phone (____) _____ Work Phone (____) _____

Email Address _____

COMPLAINT AGAINST

Name of Individual _____ License No. _____

Company Name _____

Check license type: Home Inspector Unlicensed Individual Other Trade License _____

Mailing address _____ City, State, Zip _____

Telephone Number (____) _____

PLEASE CHECK NATURE OF COMPLAINT

Deceptive Advertising Improper Inspection Procedures Unethical Conduct

Misrepresentation as a Home Inspector

Other _____

(Over)

Please provide a detailed statement of your complaint in the space below (attach additional pages, if necessary). Include the nature, circumstances, and date(s) of the alleged violations.

Attach signed and dated additional pages as necessary, and attach copies of any related documents. Note* Please attach receipts, estimates, etc.; along with the completed Home Inspection Report.

I, the undersigned, file a formal complaint with the Construction Industries Board and certify the information given is true and accurate to the best of my knowledge. I realize the serious nature of filing such a complaint and understand the Construction Industries Board may not be able to take action without my cooperation in providing additional information, if requested.

RETURN TO:
Construction Industries Board
Home Inspection License Unit
2401 NW 23rd Street, Suite 2F
Oklahoma City, OK 73107

Signature of Complainant

Date

A complainant's identity or anonymity can be preserved based upon the Open Records Act. If the record is produced pursuant to a request, then the identity of the complainant should be blackened out or redacted from the document before it is produced; however, subpoenas issued either for an individual administrative proceeding or for a civil suit would require disclosure or production of the document and thus identify the plaintiff.