

***Before filling out a Statement of Complaint form, please take the time to read the following information; this will help you understand the Department's functions, roles and responsibilities.***

### **WHAT WE CAN DO:**

- We investigate complaints against persons and business entities for alleged violations of licensing laws and regulations. The Department may impose administrative sanctions to enforce the licensing statute.
- The Department regulates the following professions:
  - Appraisal Management Companies
  - Architects
  - Barbers/Barber Shops/Barber Schools
  - Collection Agencies
  - Cosmetologists
  - Cosmetology Schools/Shops
  - CPA/CPA Firms
  - Foresters
  - Funeral Directors or Funeral Homes
  - Hearing Aid Dealers
  - Landscape Architects
  - Personnel Agencies
  - Professional Engineers
  - Professional Surveyors
  - Real Estate Appraisers
  - Real Estate
  - Brokers/Salespersons/Companies
  - Residential Builders

### **WHAT WE CANNOT DO:**

- We cannot act as a court of law, so we cannot order that monies be refunded, contracts be canceled, damages be awarded, etc.
- We cannot provide legal advice.
- We cannot take action in matters involving business practices. We only have jurisdiction over the licensing of the professions.

### **HOW YOU CAN HELP US:**

- Summarize your complaint using these guidelines:
  - Tell us specifically what happened.
  - Tell us who your complaint is against.
  - Please explain any misrepresentations or misuse of your money.
- **Documentary evidence is especially important.** Attach photocopies of all documents, such as contracts, agreements, certificates, notes, closing statements, property reports, correspondence, legible copies of the front and back of checks, prospectuses, advertising, plats, plans or specifications, etc. **Please do not send originals; we cannot be responsible for their safekeeping, and they will not be returned.**

- For residential building complaints, attach the date of completion, date of purchase, date of closing and date of Occupancy Permit and/or Occupancy Permit.
- If complaints are against a residential builder for violations of the residential building code, you must send a copy of the original complaint to the builder.
- The Statement of Complaint must be received no later than 18 months after completion, occupancy or purchase, whichever occurs latest. With regard to projects requiring an occupancy permit, the 18-month period ends with the latest of either the issuance of a temporary certificate of occupancy, a certificate of occupancy, or closing.
- The Department may ask you to provide other documents at a later date to support your complaint.

**WHAT HAPPENS NEXT:**

- The Department will send you a written confirmation of receipt of the Statement of Complaint within 15 days after it has been received.
- If the Statement of Complaint alleges violations of the licensing laws and regulations, the Department will investigate.
- If the Department does not have the jurisdiction over the matter, you will be notified in writing.
- If the Department issues a Formal Complaint, you may be needed as a witness on behalf of the Department.
- The licensee may request a compliance/settlement conference prior to the contested case hearing to discuss compliance with the licensing laws and possible settlement of the Formal Complaint.
- If there is a contested case hearing, and you are needed as a witness, the Department will contact you.

- The administrative law examiner presiding over the contested case hearing will determine whether a violation of the law or rules occurred and issue a hearing report.
- The licensing board or official must accept the administrative law examiner's findings of fact and conclusions of law. The licensing board or official will make a decision and issue a "Final Order", including any penalties, which may include: license limitation, suspension, revocation, fine or probation.

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**A Citizen's Guide  
To  
Filing a Complaint with  
the Bureau of  
Professional Licensing**

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**Bureau of Professional  
Licensing  
Investigations & Inspections  
Division  
Michigan Department of  
Licensing and  
Regulatory Affairs**

**SEND COMPLETED  
STATEMENT OF COMPLAINT  
FORM AND ATTACHMENTS**

**TO:**

State of Michigan  
Department of Licensing and Regulatory  
Affairs  
Bureau of Professional Licensing  
Investigations & Inspections Division  
P.O. Box 30670  
Lansing, MI 48909