



Aramis D. Ayala
State Attorney

Orange County
Consumer Fraud Unit

415 N. Orange Avenue
Post Office Box 1673
Orlando, Florida 32802
407-836-2490



Jerry L. Demings
Orange County Mayor

Carlos J. Morales
Consumer Investigator
Supervisor

Construction Complaint Form

Dear Consumer,

Thank you for contacting us. We are enclosing a complaint form for you to complete and return to us. To prevent delay in the processing of your complaint, please make sure to return the original notarized form and copies of all documents or papers that apply to your dispute.

The Orange County Consumer Fraud Unit is tasked with the investigation of consumer complaints. In this capacity we provide two basic services for consumers. First, we attempt to mediate consumer complaints through informal contact with the parties involved. Secondly, we investigate complaints to gather evidence of violations of Florida Statutes for criminal prosecution by the State Attorney's Office.

Our role in the informal mediation of complaints is to present the consumer's complaint to the business for review in an effort to facilitate a resolution. To that end, we will make the business aware of your dispute and attempt to mediate a solution whenever possible.

We cannot act as your private attorney. Our Investigators are not attorneys and cannot give legal advice or opinions. If you feel you need legal advice, you will need to consult with a private attorney, legal aid society or other organizations.

Sincerely,

Orange County
Consumer Fraud Unit

Important: Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082, s. 775.083 or s. 837.06, Florida Statutes.

Please explain your complaint fully. The following information should be included in your narrative statement but do not restrict your statement to only these areas.

1. What is the name of the company and/or person you have a complaint about?
2. How did you become aware of this individual or company?
3. Did you enter into a written agreement? When? (Attach copies)
4. Were you present when the agreement was signed? Where was it signed?
5. At the time you entered into the agreement did you believe the person/company was a contractor licensed by the State of Florida and/or possessed a Local Business Tax (formerly known as Occupational License) issued by Orange County? What was said, done, written or shown to you, which caused you to believe they were licensed?
6. What work was supposed to be done under the terms of the contract and where was that work to be performed?
7. Did you make any payments? If so, list the date, amount and method of payment. Was money paid to the contractor prior to the work beginning; if so, how much? (Attach copies of the front and back of all checks or receipts.)
8. Were any representations made about how those funds would be used? Please specify.
9. To your knowledge were building permits obtained? Who obtained them?
10. Was there any discussion that the person/company was affiliated with another person or company that was licensed or certified? Did they use the term "qualified or qualifier"?
11. Were additional contracts/agreements entered into with the same contractor? Explain.
12. Did the contractor begin the work? When?
13. Describe the work performed by the contractor.
14. When was the last time the contractor performed any work on your property?
15. Have you had any discussion with them since then? What was said?
16. Have there been any inspections made of the work performed? If so, what types of inspections and what were the results? (Applies only to structural/electrical/plumbing)
17. Did you obtain a (partial or full) release of lien from your contractor? (attach copy)
18. Have any suppliers, material men, subcontractors or anyone else threatened to or actually placed liens on your property. If so, please list their names, addresses, telephone numbers and amount of liens. (Attach copies of all notices or claims of liens)
19. Have you received any information that the contractor is unlicensed? When did you receive that information?
20. Please explain why you are dissatisfied and/or feel you have been a victim of a fraud or theft.
21. Please describe what the contractor looks like and describe his vehicle (if known)
(age, race, height, hair color, etc...)
22. Is there any other information that we should know?
23. Did the contractor show you proof of workmen's compensation insurance?
24. Are you willing to prosecute?
25. Please list any other witnesses.

CASE NO: _____

Orange County, Florida - Board of County Commissioners
Construction Complaint Form

Mail completed form and all attachments (receipts, contracts, licenses, permits, etc.) to:

Orange County Consumer Fraud
P.O. Box 1673
415 N Orange Avenue
Orlando, FL 32802
(Please print or type)

PH: 407-836-2490

Your name: _____

Your mailing address: _____

City: _____ State: _____ Zip code: _____

Day time phone: (____) _____ Alternate phone: (____) _____

Your e-mail address: _____

How did you hear about us? _____

Business or Person Complaint is Against:

Name: _____

Mailing address: _____

Physical address if different: _____ [] Same

City: _____ State: _____ Zip code: _____

Contact person: _____

Phone: (____) _____ Fax: (____) _____

E-Mail Address: _____ Website: _____

Dispute Information:

Job Site Address: _____

Type of Complaint: _____

Did you sign a contract? _____ When? _____

What was to be done? _____ Was it completed? _____

Percentage completed: _____ Date the work stopped: _____

Did the contractor indicate he/she was licensed? _____ What type? _____

License number, if provided: _____

Did you make payment? _____ Total amount of money paid: _____

Method of payment: _____ Date: _____ Amount paid: _____

Method of payment: _____ Date: _____ Amount paid: _____

Method of payment: _____ Date: _____ Amount paid: _____

Method of payment: _____ Date: _____ Amount paid: _____

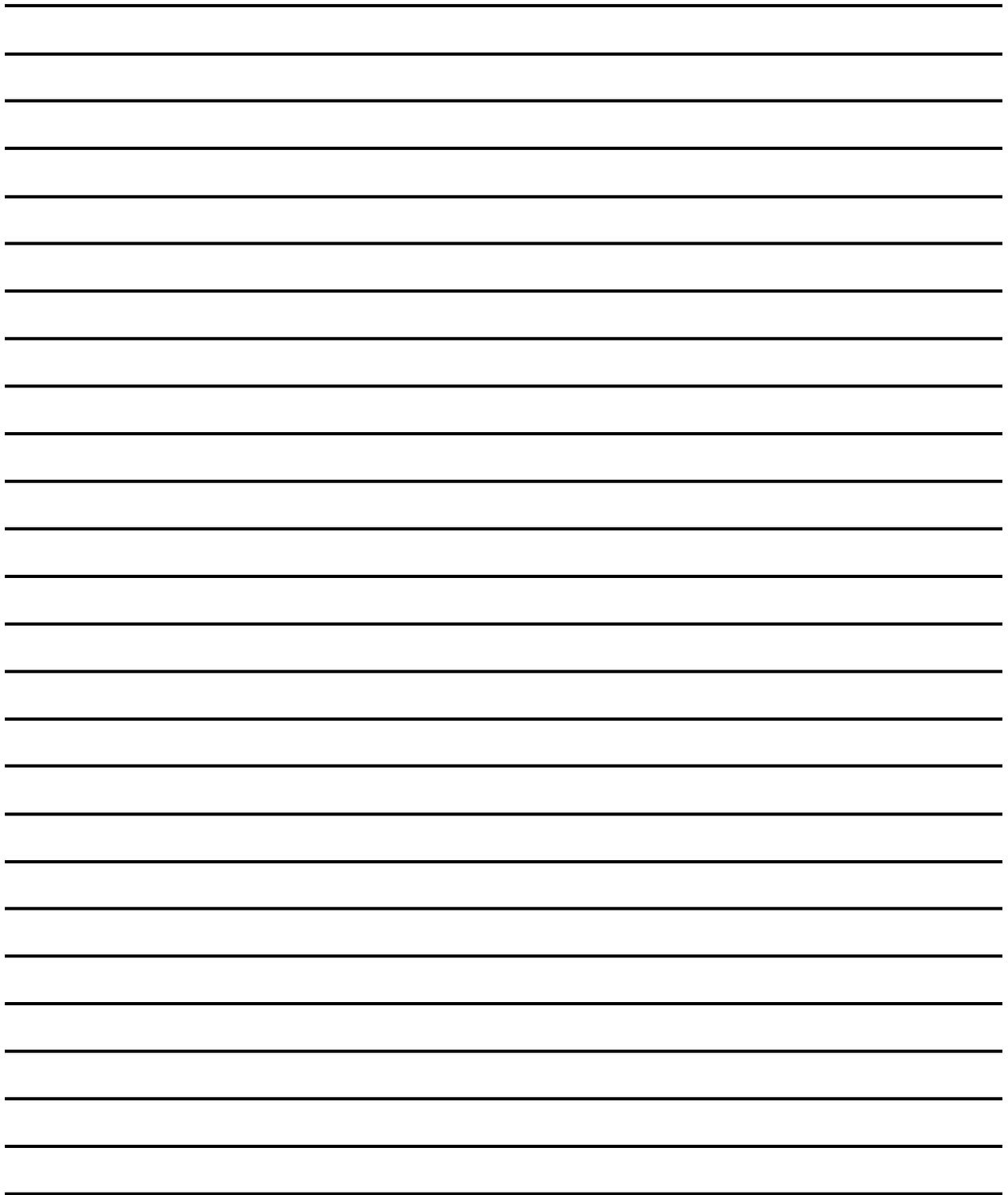
Was a building permit obtained? _____ When? _____ By Whom? _____

Did you complain to the business? _____ When? _____ What was the result?

What other agencies/organizations have you contacted for assistance and what was the outcome? _____

What type of dispute resolution would you consider being mutually fair? _____

Description of your dispute: Explain your complaint fully; describing events in the order they occurred. Use additional sheets as needed.



PLEASE READ THE FOLLOWING DISCLOSURE STATEMENT

Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082, s.775.083 or s.837.06, Florida Statutes.

All documents and attachments submitted with this dispute are subject to public inspection pursuant to Chapter 119, Florida Statutes. **Please do not include Social Security numbers, bank/credit card account numbers or medical records with your information (unless specifically requested).** If we begin an investigation, a copy of your complaint will be mailed to the person or business you are complaining about **unless** you indicate otherwise.

I hereby certify that I have read this disclosure statement and that the information submitted on this complaint form and in the attached documents are true and complete to the best of my knowledge and belief.

(Signature of complainant and date)
SIGN IN FRONT OF NOTARY

State of Florida, County of _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____,
20____ by _____.

Notary Public

____ Personally known to me ____ Produced identification
Type of identification: _____

What we do: The Orange County Consumer Fraud Unit is tasked with the investigation of consumer complaints. In this capacity we provide two basic services for consumers. First, we attempt to mediate consumer complaints through informal contact with the parties involved. Secondly, we investigate complaints to gather evidence of violations of Florida Statutes for criminal prosecution by the State Attorney's Office.

If you have a dispute: Please be sure you have made an effort to resolve the matter by dealing directly with the manager or owner of the business. If you have exhausted all attempts to resolve the matter, complete this form and return it to our office. We are not attorneys and cannot represent you legally. We will contact the business and notify you of our findings.

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PH: (407) 836-2490 FAX: (407) 836-1210
Email: fraudhelp@sao9.org