



Bowling Green – Warren County Contractors Licensing Board

1141 State St, Ste 200 – PO Box 1268 – Bowling Green, KY 42102

Phone: 270-781-3530

Fax: 270-781-3481

www.bgky.org

CONSUMER COMPLAINT INFORMATION

General Information

The Bowling Green-Warren County Contractors Licensing Board was established by the City of Bowling Green and Warren County Fiscal Court in order to help protect the property owner's health, safety, and welfare by regulating construction activity. The Board regulates construction activity according to current ordinances, and furnishes contractors licenses to individuals, partnerships, and corporations. The Contractors Licensing Board also provides a method for administration and enforcement of these provisions.

The Contractors Licensing Board does not have the authority to award monetary damages or force the contractor to make repairs. However, they may revoke or suspend the contractor's license through a Formal Hearing. If a hearing is warranted, you may be asked to present testimony in conjunction with your filed complaint.

Consumer Complaint Procedures

Should your case fall into the jurisdiction of the Contractors Licensing Board, the complaint process is as follows:

- Obtain and complete a Consumer Complaint Form.
- Return completed form to the Contractors Licensing Board located at 1141 State Street, Suite 200, Bowling Green, Kentucky.
- Copy of the complaint will be forwarded to Contractor and he/she will be directed to respond in writing.
- Letter of receipt will be sent to Complainant as verification that complaint is being processed.
- The Executive Director and/or Contractors Licensing Board staff will review this complaint. If they determine investigation is warranted, the staff will begin its investigation within 15 days.

Complaint # _____



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Consumer Complaint Form

Complainant Name: _____

Mailing Address: _____

Street Address: _____

City, State, Zip: _____

Daytime Telephone Number: _____

Cellular Telephone Number: _____

Fax Number: _____

Email Address: _____

Contractor Name: _____

Mailing Address: _____

Street Address: _____

City, State, Zip: _____

Daytime Telephone Number: _____

Cellular Telephone Number: _____

Fax Number: _____

Email Address: _____

Location of Construction Project: _____

List the individuals dealt with on Project: _____

For Office Use Only:

Unlicensed _____

License # _____

Date Received _____

Complaint # _____

Have you contacted the contractor in reference to the complaint? Yes ☐ No ☐
(If yes, please attach a copy of the letter that you sent to the contractor.)

What type is the construction project? New ☐ Remodeling ☐ Repair Work ☐
Addition & Renovation ☐ Other ☐ - Please specify _____

Was there a written contract with the contractor on this project? Yes ☐ No ☐
(If yes, please attach a copy of the contract)

Was there an estimated completion date on the contract? Yes ☐ No ☐
(If yes, what was the date _____)

Was a building permit obtained for the construction project? Yes ☐ No ☐
(If yes, who obtained the building permit? _____)

Were you given a Certificate of Occupancy? Yes ☐ No ☐

Were you given a written warranty for the work performed? Yes ☐ No ☐

What was the total contract amount of the construction project? _____

Did you pay any money up front? Yes ☐ No ☐
(If yes, how much? \$_____)

Has the contract amount been paid in full? Yes ☐ No ☐
(If no, how much is owed on the contract? \$_____)

Are any amounts in dispute (billings, payments, change orders, etc.)? Yes ☐ No ☐
(If yes, give a complete explanation) _____

What date was the construction project contract signed? _____

What date was the construction project started? _____

What date was the construction project completed? _____

Name any sub-contractors on site _____

Did Contractor have employees on site? Yes ☐ No ☐
(If yes, please list names if possible) _____

Complaint # _____

Have you retained an attorney in reference to your complaint? Yes ☐ No ☐
(If yes, please list name, address, and telephone # below)

Has Litigation been filed by you or the contractor in reference to this complaint?

Yes ☐ No ☐ If yes, has a court date been set? Yes ☐ No ☐
If yes, what is / was the court date: _____

Is Litigation concluded? Yes ☐ No ☐
(If yes, please attach a copy of the final judgment.)

Will you testify at a Hearing and/or Trial should this be necessary? Yes ☐ No ☐

Please Describe the Nature of Your Complaint:

*Give a complete statement of the facts. You may add additional pages in necessary. Please attach copies of any pertinent information, documents or contracts. **Do not send originals.***

SIGNATURE: Under penalty of perjury, I/we certify that the information I/we am/are providing in this complaint is correct and complete to the best of my/our knowledge. I/we am/are aware that should investigation show falsification, the complaint may be considered invalid and be immediately dismissed.

Signature of Complainant

Date

Signature of Second Complainant

Date

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