CITY OF PANAMA CITY BEACH
BUILDING DEPARTMENT

110 South Arnold Road
Panama City Beach, FL 32413
850-233-5054 ext. 2310

CONTRACTOR COMPLAINT FORM

Your Name: ____________________________
Address: ______________________________
_____________________________________
Telephone: ____________________________
Cell Phone: ____________________________

Contact (if other than yourself)
Name: ________________________________
Address: ______________________________
_____________________________________
Telephone: ____________________________
Cell Phone: ____________________________

SUBJECT OF COMPLAINT

Contractor Name: ______________________
Address: ______________________________
_____________________________________
Telephone: ____________________________

Company Name: ________________________
State: _________________________________
License #: _____________________________
Business Phone: _______________________

Have you contacted subject concerning complaint? [ ] Yes [ ] No Date: ________________
Do you have an attorney? [ ] Yes [ ] No If yes, please provide the following information:
Name of firm: ________________________________________________________________
Address: _________________________________________________________________
Telephone: ________________________________________________________________

Witnesses: (please give full name and address)
___________________________________________________________________________
Note: A copy of this form will be sent to the SUBJECT of your complaint, pursuant to 455.225 (1) Florida State Statutes.

PLEASE GIVE FULL DETAILS OF YOUR COMPLAINT: Include facts, details and dates. Please attach copies of bills, documents, records, correspondence, and contracts.

FLORIDA STATUTES 837.06, FALSE OFFICIAL STATEMENTS: 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 second degree misdemeanor.

Signature: ________________________________ Date: ________________
In addition to your complete written statement, we are requiring documentation of your contractual relationship with the contractor and evidence supporting your allegations.

**It is important that you furnish copies of the following documents that are relevant to your complaint.**

1. Contract between you and the contractor
2. Proof of payment to contractor (cancelled check or a copy of the front and back), receipts, closing statement(s), etc.
3. Building permit, permit application, notice of code violation, certificate of occupancy if available.
4. Liens, judgments and notices to owner including copies of related work orders, subcontractors, and warranties.

**PLEASE ANSWER THE QUESTIONS BELOW.**

1. I am complaining in my capacity as:
   _____ Homeowner  _____ Subcontractor  _____ Supplier  _____ Contractor
   _____ Building Dept  _____ Owner of commercial structure worked on by contractor

2. Check the category that best describes the work the contractor did for you or you were involved:
   _____ New Residential Dwelling  _____ Residential Remodel/Addition
   _____ Addition to commercial structure  _____ New commercial structure
   _____ Electrical work  _____ Re-Roof or roof repair  _____ New Residential/ Commercial Pool
   _____ HVAC work at residence  _____ Plumbing work  _____ Other, as follows:

3. Please circle the letter(s) for the category that best describes your complaint:
   a. Poor workmanship
   b. Job finished, but contractor will not correct problems
   c. Roof Leaks, contractor will not repair
   d. Contractor failed to pay subcontractors or suppliers
   e. Contractor taking unreasonably time to complete the job
   f. Contractor abandoned job
   g. Financial dishonesty or misconduct by contractor

**BASIC BACKGROUND INFORMATION**

1. Was contract in writing?  _____ Yes  _____ NO
2. Contract price $__________  Date on contract: ________________________________
3. Approx. date: _______________  Approx. date work ended: _______________________
4. Address of worksite: ________________________________
These questions may relate to building code compliance by the contractor. Please answer these questions to the best of your knowledge.

1. Was a permit required from the Building Department?  _____ Yes  _____ No
2. Was a permit obtained from the Building Department?  _____ Yes  _____ No
3. What was the permit number? __________________________
   Date issued: __________________________
4. Did the final inspection pass?  ___________ Yes  ___________ No
5. Who pulled the permit? _________________________________________
6. Were the inspections done in a timely manner?  ___________ Yes  ___________ No
7. Was a certificate of occupancy issued?  ___________ Yes  ___________ No
8. If certificate of occupancy was not issued, why?

FINANCIAL QUESTIONNAIRE

1. What was the total contract price?  $_____________________
2. Total amount paid to contractor:  $_____________________
3. What is the actual or estimated cost to finish the job if you hire another contractor (please attach estimates from licensed contractor)?
4. Have you had to pay a subcontractor(s) or suppliers directly?  ___________ Yes  ___________ No
   If so how much and why?
5. Are there now unpaid bills owed to subcontractors or suppliers which the contractor should have paid?  ___________ Yes  ___________ No
6. If yes, what is the total of all unpaid bills? __________________________
7. Did contractor sign any statements to the effect that all bills have been paid?  ___________ Yes  ___________ No
8. Have you fired the contractor?  ___________ Yes  ___________ No
9. Has the job been completed by you or a new contractor?  ___________ Yes  ___________ No

WORKMANSHIP

1. List the three (3) worst items that you feel are substandard and/or the contractor will not fix. Use a separate sheet of paper if needed.

2. Has the contractor offered to make the repairs?  ___________ Yes  ___________ No
3. Has the contractor made attempts to make repairs?  ___________ Yes  ___________ No
   If yes, how many times?
4. Have you had any other licensed contractor, architect, or engineer inspect the work?  ___________ Yes  ___________ No (If yes, please attach a copy of the report)

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Signature: ____________________________        Date: ____________________________