



NEVADA STATE CONTRACTORS BOARD

5390 KIETZKE LANE, SUITE 102, RENO, NEVADA, 89511 | (775) 688-1141 | FAX (775) 688-1271 | INVESTIGATIONS (775) 688-1150
8400 WEST SUNSET ROAD, SUITE 150, LAS VEGAS, NEVADA 89113 | (702) 486-1100 | FAX (702) 486-1190 | INVESTIGATIONS (702) 486-1160
www.nscb.nv.gov

CONSUMER COMPLAINT CHECKLIST and INSTRUCTIONS

Please carefully review and complete the checklist below **before** submitting your Consumer Complaint Form. To ensure prompt processing of your complaint, it is critical that all required information and supporting documentation are included. **Incomplete submissions will be returned**, and you will be required to resubmit the entire complaint with all necessary materials. Submitting a complete and accurate complaint helps the Nevada State Contractors Board take timely and appropriate action.

BEFORE SUBMITTING YOUR CLAIM, please ensure the following checklist is completed:

Contractor, Project Information and Payment Records

- | | | | | |
|----|---|-----|----|-----|
| 1. | Completed Consumer Complaint Form (pages 4 – 5):
<i>(If the complaint is filed on behalf of a company, the owner, partner or an officer must sign it.)</i> | YES | NO | |
| 2. | Statement of Fact (Complaint Description) (page 5, box 5):
<i>(Include an itemized list of complaint items – use a separate sheet, if necessary)</i> | YES | NO | |
| 3. | Consent for Electronic Service (page 6): | YES | NO | |
| 4. | Copies of all invoices, receipts and/or billing statements: | YES | NO | |
| 5. | Proof of Payment(s):
<i>e.g.: Copies of cancelled checks; credit card statement(s); relevant bank statements (MUST show Complainant's name, banking institution and date of payment); screenshots or records from all payment apps such as Zelle, CashApp, ApplePay, etc.</i> | YES | NO | |
| 6. | Contracts, bids/proposals or written agreements with the contractor(signed copies): | YES | NO | |
| 7. | Any and all change orders signed by both parties: | YES | NO | N/A |

Communication Records

- | | | | | |
|----|--|-----|----|-----|
| 8. | Copies of all written correspondence with the contractor:
<i>(letters, emails, text messages)</i> | YES | NO | N/A |
| 9. | Notes of any phone or in-person conversations, including dates and what was discussed: | YES | NO | N/A |

Evidence of Workmanship

- | | | | | |
|-----|--|-----|----|-----|
| 10. | Documentation of the issues, defects or incomplete work: | YES | NO | N/A |
|-----|--|-----|----|-----|



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Evidence of Non-Payment of Services Rendered or Non-Payment of Materials Purchased

11. Contract, credit application, invoices and/or balance statement:	YES	NO	N/A
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Work Permits & Inspections

12. Copies of required building permits:	YES	NO	N/A
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13. Copies of inspection reports or correction notices:	YES	NO	N/A
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Subcontractors & Suppliers

14. Contact information for any subcontractors or suppliers involved:	YES	NO	N/A
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15. Copies of any lien notices or preliminary notices received:	YES	NO	N/A
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Legal & Insurance Documents

16. Copies of any demand letters sent to the contractor:	YES	NO	N/A
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17. Any legal notices, court filings or judgments:	YES	NO	N/A
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18. Proof of any insurance claims filed relating to the contractor's work:	YES	NO	N/A
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Additional Documentation

19. Any advertisements, business cards or proposals from the contractor:	YES	NO	N/A
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20. Any relevant warranties or guarantees:	YES	NO	N/A
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21. Any other documentation supporting your complaint:	YES	NO	N/A
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If you answered **NO** to any of the above questions, please explain:

Reminder: All required documentation must be submitted in full. Failure to do so may result in processing delays or the need to resubmit the entire complaint package.



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Important Notes:

- Retain copies of all documents for your records.
- The NSCB may request additional documents during the investigation.
- Complaints must be filed within the statutory time limits under NRS 624.301 - 624.310.

For questions or additional information, please contact the Nevada State Contractors Board. You can also find us on the internet at: www.nscb.nv.gov.

The purpose of the Nevada State Contractors Board is to license and regulate contractors for the protection of the public. The term "contractor" includes individuals or firms who offer services to improve real property, including but not limited to: home building; remodeling; room additions; swimming pools; painting; roofing; landscaping; plumbing; electrical; heating and air conditioning. To obtain a complete list of license classifications, you may access our website at www.nscb.nv.gov. Complaints within the Board's jurisdiction include, but are not limited to: failure of a licensed contractor to fulfill the terms of an agreement, including: poor workmanship; abandonment; failure to pay subcontractors; material suppliers or employees; building code violations; and use of false, misleading or deceptive advertising. Complaints against contractors may be filed with the Board by homeowners, other contractors, subcontractors, employees and other public agencies.

How Your Complaint is Handled

Complaints are processed in the order they are received or degree of severity. Each complaint is reviewed to determine if it falls within the jurisdiction of the Nevada State Contractors Board.

A copy of the complaint will be mailed to the contractor (if the contractor is licensed by the Board) along with a letter advising him to contact you to attempt to resolve the problem. If this is not successful, a Board representative or investigator will contact you and schedule a meeting or jobsite visit. After this meeting, the investigator will advise both parties of his or her findings, including a time period in which the work should be completed if corrections are required. The time required to resolve a complaint might vary depending on the nature of the complaint and the cooperation of the parties.

In the event that the complaint cannot be resolved after the investigator's recommendations have been issued, formal disciplinary proceedings may be initiated.

Violations of the Nevada License Law by a licensed contractor may result in disciplinary action of the contractor's license, imposed by the Board. Discipline may include fines or penalties, suspension, revocation, orders of correction, letter of reprimand, probation or other discipline. In cases where there is legal authority to do so, the contractor may be required by the Board to make repairs. However, the Board is not a substitute for the courts; so, if your primary interest is to obtain restitution, you should seek advice from an attorney. The Nevada State Contractors Board will receive and investigate all alleged complaints. This includes complaints that arise from a contract that contains arbitration or a mediation clause, which has been agreed to by the Complainant and the contractor.

The Board also investigates alleged violations by licensed contractors such as out of scope, over monetary limit and conducting business with an unlicensed person. It is illegal for an unlicensed person to perform contracting work on any project. It is a violation of the Nevada State Contractors Board Licensing Law for a licensed contractor to hire an unlicensed contractor.

Complaint Disclosure

Upon request, the Nevada State Contractors Board provides information about a licensed contractor's license and bond status, as well as, disciplinary action. Complaint disclosure is restricted by law to cases which resulted in disciplinary action taken by the Board. This information is available 24-hours a day on the Board's website: www.nscb.nv.gov.

Please submit your completed complaint to:

Northern Nevada Office:
5390 Kietzke Lane, Suite 102
Reno, Nevada 89511
Investigations: (775) 688-1150
Fax: (775) 688-1271
investigations@nscb.state.nv.us

Southern Nevada Office:
8400 West Sunset Road, Suite 150
Las Vegas, Nevada 89113
Investigations: (702) 486-1160
Fax: (702) 486-1190
investigations@nscb.state.nv.us



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NORTHERN NEVADA OFFICE

5390 Kietzke Lane, Suite 102
Reno, Nevada 89511
Ph: (775) 688-1141
Fax: (775) 688-1271

SOUTHERN NEVADA OFFICE

8400 West Sunset Road, Suite 150
Las Vegas, Nevada 89113
Ph: (702) 486-1100
Fax: (702) 486-1190

FOR NSCB USE ONLY

Date Received:

Case File No:

CONSUMER COMPLAINT FORM

I wish to initiate an investigation against the contractor named below. If the contractor is licensed, he/she will be notified to expedite the resolution of this matter. All requests for investigations concerning workmanship and money-owing issues must be in writing.

TO HELP RESOLVE THIS COMPLAINT, PLEASE ANSWER AS MANY OF THE FOLLOWING QUESTIONS AS POSSIBLE.

1. PERSON MAKING COMPLAINT

YOUR NAME: (Last, First, Middle)

YOUR COMPANY NAME: (If Licensed Contractor or Supplier)

ADDRESS:

CITY, STATE, ZIP CODE:

PHONE NUMBER WHERE YOU CAN BE REACHED: (7:00 a.m. - 4:00 p.m.)

HOME PHONE:

EMAIL ADDRESS:

2. CONTRACTOR INFORMATION (COMPLAINT AGAINST)

CONTRACTOR NAME: (As shown on Contract / Invoice)

LICENSE NO.:

ADDRESS:

CITY, STATE, ZIP CODE:

PHONE NUMBER:

EMAIL ADDRESS:

PERSON DEALT WITH:

The Nevada Administrative Code (NAC) 624.7251, permits an enhancement in the assessment of fines, if a fine is assessed, and the violation is perpetrated against a Senior Citizen, age 60 or older.

Are you age 60 or older? YES NO

3. COMPLAINT ORIGIN

Complaint by Owner

Complaint by General Contractor Against Subcontractor

Complaint by Subcontractor Against General Contractor

Complaint by Material or Equipment Supplier

Other:

4. PROJECT INFORMATION

OWNER OF CONSTRUCTION SITE: (Name)

CONSTRUCTION SITE NAME: (If applicable)

ADDRESS:

ADDRESS:

CITY, STATE, ZIP CODE:

CITY, STATE, ZIP CODE:

PHONE NUMBER:

PHONE NUMBER:

DESCRIBE BRIEFLY THE WORK FOR WHICH YOU CONTRACTED:

CONTRACT DATE:

DOLLAR AMOUNT:

AMOUNT PAID ON CONTRACT:

DATE WORK STARTED:

DATE WORK CEASED:

WHY DID YOU CHOOSE THIS CONTRACTOR?

Regular Customer

Door-to-Door Solicitation

Referral

Advertisement (attach copy of ad, if possible)

Other:



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5. COMPLAINT DESCRIPTION

BRIEFLY STATE YOUR COMPLAINT: *(If additional space is required, please use additional sheets)*

TYPE OF PROJECT?	Residence	Commercial	Other:			
IS THIS PROJECT A/AN:	Addition	Repair	Replacement	New Construction	New Purchase	
WHAT TYPE OF CONTRACT WAS INVOLVED?	Oral	Written	New Home Purchase Agreement		Other:	
WERE THERE ANY CHANGE ORDERS?	Yes	No	If YES, were they:	Written	Oral	Both
IS YOUR COMPLAINT:	Abandonment	Workmanship	Money Owing	Other:		
BUILDING PERMIT OBTAINED BY:	Contractor	You	Salesperson	Unsure/Do Not Know		
Name of Building Department:						
WHO PRESENTED THE CONTRACT?	Salesperson (Name)			Contractor	Unsure/Do Not Know	
DID THE CONTRACTOR HAVE EMPLOYEES?	Yes	No	Unsure/Do Not Know	If YES, how many?		
WERE THE EMPLOYEES, SUBCONTRACTORS OR MATERIAL SUPPLIERS PAID?	Yes	No	Unsure / Do Not Know			
If YES, by whom?						
WHAT ATTEMPTS HAVE YOU MADE TO CONTACT THE CONTRACTOR?	Personal Contact	Telephone	Letter (copies attached)	Email/Text (copies attached)	No Attempt Made	Unable to Locate
WERE ANY LIENS FILED ON THIS PROJECT?	Yes	No	Unsure/Do Not Know	If YES, by whom?		
HAVE YOU FILED IN COURT TO RECOVER DAMAGES ON THIS COMPLAINT?	Yes	No				
If YES, please attach applicable documentation with this form.						
HAVE YOU FILED A CLAIM AGAINST THE CONTRACTOR'S BOND?	Yes	No				
If YES, please attach applicable documentation with this form.						
HAVE YOU FILED A CLAIM AGAINST THE BOARD'S RESIDENTIAL RECOVERY FUND?	Yes	No				

6. PLEASE SEND COPIES OF ALL PAPERWORK RELATED TO YOUR COMPLAINT. (DO NOT SEND ORIGINALS.)

Please attach copies of both sides of contracts, cancelled checks and other pertinent materials. Include invoice and payment balance sheets. DO NOT SEND ORIGINALS. If copies are not available, please explain.

- A. If this contractor is licensed, he/she will be informed of this alleged complaint and will be asked to contact you.
- B. The Nevada State Contractors Board cannot direct a non-licensed contractor to complete or correct a project.
- C. The Nevada State Contractors Board cannot represent private citizens in court or collect money for you. Please contact an attorney or the small claims counselor at your local municipal court for advice on filing such an action.

The information contained in this form is true, correct and complete to the best of my knowledge. I will assist in the investigation or in the prosecution of the contractor or other parties and will, if necessary, attend hearings and testify to facts. I understand that the Nevada State Contractors Board is unable to represent private citizens in court or to collect money or to levy fines.

SIGN HERE:

DATE:



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CONSENT FOR ELECTRONIC (EMAIL) SERVICE

In order to help expedite business conducted with the NSCB, I agree to accept **ALL** documentation, including but not limited to: Meeting Notices; Document Requests; Notices of Contested Matters; Service of Administrative Citations; Service of Administrative Fines; Service of Notice of Disciplinary Hearings; Service of Summary Suspension; Service of Notice of Recovery Fund Claims; Service of Cease and Desist Orders; and any other correspondence, communications and/or documents via email in accord with NAC 624.7266(3).

Please return this form with your complaint to NSCB Investigations at investigations@nscb.state.nv.us.
Your attention and cooperation to this matter is greatly appreciated.

By signing this form, I hereby consent to email service as described herein.

Printed Name

Title (if applicable)

Company Name (if applicable)

Office Phone Number (if applicable)

Email Address

Cell Phone Number

Signature

Date