



David H. Wilcox
Executive Director

STATE OF ALABAMA

PLUMBERS & GAS FITTERS
EXAMINING BOARD

11 WEST OXMOOR RD.
SUITE 104
BIRMINGHAM, AL 35209
PHONE (205) 945-4857
FAX (205) 945-9915
www.pgfb.alabama.gov



Robert Bentley
Governor of Alabama

Dear Consumer:

The Plumbing & Gas Fitters Examining Board requires that the homeowner or property owner complete the enclosed consumer complaint form for this office to begin an investigation. This complaint form **MUST** be signed and submitted to our office via mail, fax, or e-mail, along with any documents pertaining to this case. This includes copies of contracts, invoices, permits, correspondence, photographs, or any other documents you feel may aid in an investigation.

Upon receipt of your complaint, the Board will then determine whether the person/company named is certified or uncertified. If the person/company is certified with us, the Board will forward a copy of your complaint to them in order to try to resolve the complaint. You will also receive a letter at this time further explaining our consumer complaint procedures. The Board's complaint procedures allow the contractor a 20-day period to contact you and attempt to resolve your complaint, and/or to respond to the Board in writing.

At the end of the 20-day period, the Board will begin an investigation. The findings of this investigation will be presented to the Investigative Committee of the Board for their review to determine if any formal disciplinary action is needed.

Please be aware that our Board addresses only violations covered in Code of Alabama §34-37-1, *et. seq.* The Board's scope of authority does not include collection of monies, disputes over a contract or a bill for services, manufacturer's warranty, or issues that could be settled through civil means.

If you have any questions, or need any assistance in completing this form, feel free to contact our office at (205)945-4857.

Sincerely,

Alabama Plumbers and Gas Fitters Examining Board

State of Alabama
Plumbers and Gas Fitters Examining Board
11 W. Oxmoor Road, Suite 104
Birmingham, AL 35209
Office: 205-945-4857
Fax: 205-945-9915
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CONSUMER COMPLAINT FORM

NOTE: PLEASE PRINT OR TYPE

Your Name: _____ Date Work Performed: _____

Primary Phone Number: _____ Secondary Phone Number: _____

Address where the work was performed: _____

City: _____ State: _____ Zip Code: _____ County: _____

Mailing Address (if different): _____

City: _____ State: _____ Zip Code: _____ County: _____

Person/Company complained against: _____

Primary Phone Number: _____ Secondary Phone Number: _____

Address: _____

City: _____ State: _____ Zip Code: _____ County: _____

Have you consulted an attorney regarding this matter? _____ Yes _____ No

Please explain the entire circumstances surrounding your complaint, including your attempts to rectify the situation with the contractor. (Attach additional sheets as needed.) You must include all pertinent documents such as contracts, cancelled checks, etc. Please be sure to sign and date this complaint form. By your signature below, you understand that a copy of this complaint will be forwarded to the person or company complained against.

Signature

Date Signed