

Before Work is Done

Any time you need to have plumbing or gas fitting work done at your home, make sure the individual and/or company is properly certified and registered with the Board. You may ask an individual to show you their certification prior to beginning work. Local jurisdictions may also require additional licensing and bonding, so check with your local county or city also.

Consumer Complaint Information



**Alabama Plumbers & Gas Fitters
Examining Board
216 Aquarius Drive, Suite 319
Homewood, AL 35208**

www.pgfb.alabama.gov

(205)945-4857

Consumer Complaint Form

If you find yourself in a situation where you feel plumbing or gas fitting work has been performed improperly or by individuals who aren't properly certified with us, the Board has a consumer complaint process available to you.

Simply visit the Board's website (www.pgfb.alabama.gov) and print out the consumer complaint form under "Forms". The form must be printed and signed. Submit with any documentation you have. This form can be mailed to our office, faxed to (205)945-0273, or e-mailed to staff@pgfb.alabama.gov.

Consumer Complaint Process

Submission of any documentation you have will help the Board determine if this complaint falls within our jurisdiction and how proceed with our investigation.

Examples include:

- Contracts or proposals
- Invoices or receipts
- Photos
- Cancelled checks or bank statements
- Date of last day on job

Upon receipt of a consumer complaint and supporting documents, we will review it to determine if we have jurisdiction. If we determine the complaint may fall within the jurisdiction of Board, an investigation will begin. A licensed contractor may be given a 20 day period to contact you to correct the problem or respond to the Board.

Other Helpful Contact Information

Most skilled trades in Alabama have a regulatory Board. Below are the contact numbers for commonly needed Boards:

Alabama Homebuilders
Licensure Board
(334) 242-2230

Alabama Heating, Air
Conditioning, &
Refrigeration Board
(334) 242-5550

Alabama General
Contractors Board
(334) 272-5030

Alabama Onsite Wastewater
Board
(334) 353-9250

Alabama Electrical
Contractors Board
(334) 420-7232