



State of Oklahoma Construction Industries Board

CIB Investigation Procedure for Licensed Home Inspector Complaints

- Once received, a complaint form is initially reviewed by the CIB Administrator and the Licensed Home Inspector Investigator to determine if the complaint is actionable (within the jurisdictional scope of the Committee and the CIB).
- All actionable complaints are placed on the Committee agenda for formal assignment for investigation.
- Complaints which are not actionable are forwarded to the Committee with the recommendation that the complaint be dismissed for lack of jurisdiction.
- Anytime a complaint is dismissed by Order of the Committee, the CIB will issue a letter to the Complainant and the Home Inspector.
- After investigation, the CIB Administrator and Licensed Home Inspector Investigator will make a report on the claim to the Committee with a recommendation for action.
- Complaints investigated by the CIB which make allegations within the scope of the Committee's jurisdiction and are supported by evidence will be placed on the Committee agenda with a recommendation for a Committee hearing. Both the Complainant and the Home Inspector will be given notice of the hearing date and may be expected to testify.
- Complaints investigated by the CIB which make allegations within the scope of the Committee's jurisdiction but are not supported by evidence will be placed on the Committee agenda with a recommendation for dismissal.
- Examples of complaints which are not supported by evidence may include, but are not limited to, anonymous complaints to which there are no witnesses or identifying documentation, or complaints in which the property has been altered since the alleged conduct with no evidence or documentation of the property's prior condition.
- Regardless of the CIB's recommendation, the disposition of all complaints is subject to the discretion and authority of the Committee of Licensed Home Inspector Examiners.
- This complaint process, while very important in regulating the licensed home inspector occupation and industry, does not afford citizens any private rights, remedies, restitution or other relief.
- Disputes between a consumer and a home inspector should be undertaken in the appropriate court or other forum having jurisdiction over the matter and the parties involved.

**Construction Industries Board
Home Inspector License Unit
2401 NW 23rd Street, Suite 2F
Oklahoma City, OK 73107
Telephone: (405) 271-5217
Fax: (405) 271-5254
www.ok.gov/cib/**

Complaint No. _____
(For Office Use Only)

HOME INSPECTOR COMPLAINT FORM

Please print or type information requested below AND retain a copy for your records.

Name of person making complaint _____

Name of Home Owner/ Buyer (If not complainant) _____

Street Address _____

City, State, Zip Code _____

Home Phone (____) _____ Work Phone (____) _____

COMPLAINT AGAINST

Name of Individual _____ License No. _____

Company Name _____

Check license type: Home Inspector Unlicensed Individual Other Trade License _____

Mailing address _____

City, State, Zip Code _____

Telephone Number (____) _____

NATURE OF THE COMPLAINT

Please provide a statement for each complaint nature or issue in the numbered list below.

Include supporting evidence for each numbered complaint. Each piece of evidence should be numbered to match the corresponding numbered complaint. Supporting evidence may include, but not limited to; Date/time stamped photos and/or videos, receipts, estimates, written statements provided by related field professionals, etc. of the property condition at the time of the inspection.

****A completed and unedited Home Inspection Report must be included with the complaint form****

1)

2)

3)

4)

5)

6)

Attach signed and dated additional pages as necessary

I, the undersigned, file a formal complaint with the Construction Industries Board and certify the information given is true and accurate to the best of my knowledge. I realize the serious nature of filing such a complaint and understand the Construction Industries Board may not be able to take action without my cooperation in providing additional information, if requested.

Signature of Complainant

Date

**RETURN TO:
Construction Industries Board
Home Inspection License Unit
2401 NW 23rd Street, Suite 2F
Oklahoma City, OK 73107**

A complainant's identity or anonymity can be preserved based upon the Open Records Act. If the record is produced pursuant to a request, then the identity of the complainant should be blackened out or redacted from the document before it is produced; however, subpoenas issued either for an individual administrative proceeding or for a civil suit would require disclosure or production of the document and thus identify the plaintiff.