

GENERAL COMPLAINT FORM



TEXAS STATE BOARD OF
PLUMBING EXAMINERS
PO BOX 4200, AUSTIN, TX 78765
e-mail: complaints@tsbpe.texas.gov
(512) 936-5249
(800) 845-6584 ext. 65249
(512) 302-5090 fax

Office use only: Complaint # _____ Resp. Individ. _____ License # _____ Field Rep: _____

If you need assistance completing this form, please contact the Enforcement Department at either telephone number listed above. You will be informed in writing that your complaint has been received. A copy of this form will be provided to the individual or company who is the subject of your complaint along with a request for a written response. You will receive an update on the status of the complaint investigation every 90 days.

PLEASE TYPE OR PRINT IN INK

COMPLAINANT INFORMATION:

Name of person making complaint

Mailing Address

City, State, Zip Code

Daytime Telephone Number

Alternate Telephone Number and/or E-mail Address

Date of Transaction

RESPONDENT INFORMATION:

Name of person or company complained against

Mailing Address

City, State, Zip Code

Telephone Number

Did you sign a contract? Yes _____ No _____
If yes, please attach a copy.

Have you tried to resolve the matter with the person/company?
Yes _____ No _____

COMPLAINANT'S STATEMENT: Below, please describe the circumstances that led to the filing of your complaint (you may attach a letter to this form if space is not adequate). Please include the names of individuals you have corresponded with, either verbally or in writing, and the dates of correspondence. Please attach **COPIES** of all contracts, receipts, proposals, correspondence, photographs and any other information relating to the complaint. **Please sign and date this form below, indicating that your statements are true and correct.**

Signature of Complainant

Date

TEXAS STATE BOARD OF PLUMBING EXAMINERS
P.O. BOX 4200, AUSTIN, TX 78765-4200
(800) 845-6584 or (512) 936-5200 • Fax (512) 302-5090
E-mail: complaints@tsbpe.texas.gov Web Site: www.tsbpe.texas.gov

The Texas State Board of Plumbing Examiners (TSBPE) is the state agency responsible for enforcing the Plumbing License Law, which includes examining, licensing, and regulating individuals involved in installing, repairing, or inspecting plumbing in the State of Texas.

FILING A COMPLAINT – IMPORTANT INFORMATION

Have You Tried to Resolve Your Complaint by Contacting the Person or Company?

Many consumer complaints can be resolved informally when the consumer contacts the person or company management directly and explains the nature of the complaint.

Does the TSBPE Regulate Prices Charged for Plumbing Work?

The TSBPE does not regulate how much plumbers charge. Hourly rates and pricing methods vary. However, individual plumbers and plumbing companies may not misrepresent their prices or the services that they provide.

How Do I File A Complaint?

All complaints must be submitted in writing. You can fill out a General Complaint Form online at www.tsbpe.texas.gov/file-a-complaint. The General Complaint Form is also available at www.tsbpe.texas.gov under "Applications/Forms." To request a General Complaint Form by phone, contact the Enforcement Department at (512) 936-5249. You can mail your signed complaint and all supporting evidence to: TSBPE, Att: Enforcement Department, P.O. Box 4200, Austin, TX 78765-4200, or you can email it to complaints@tsbpe.texas.gov.

How Does the Complaint Process Work?

1. Once the Enforcement Department receives your signed General Complaint Form and it is determined that your complaint is within the TSBPE's jurisdiction, your complaint will be assigned a Complaint Number. Your signed written statement, including dates, times, copies of contracts, receipts, photographs, et cetera, is very important in determining jurisdiction.
2. You will be sent a letter acknowledging receipt of your complaint. Please allow time for processing this letter. If jurisdiction has been established, the Respondent (the person complained against) will be provided a copy of your complaint and asked to respond in writing. You will be provided a copy of any response received.
3. A Field Representative will be assigned to investigate the complaint and will contact you for an investigation interview.
4. Once the investigation is complete, the TSBPE's Enforcement Committee will review the evidence to determine whether proof of a violation was found. If a violation of the Plumbing License Law or Board Rules occurred, the result could be one or a combination of the following:
 - a) Voluntary compliance by the Respondent
 - b) Administrative penalty
 - c) Reprimand
 - d) Probation, suspension, or revocation of license or registration

PLEASE KEEP THIS INFORMATION FOR YOUR RECORDS