

# GENERAL COMPLAINT FORM



TEXAS STATE BOARD  
OF PLUMBING EXAMINERS  
929 EAST 41ST STREET  
AUSTIN, TX 78751  
complaints@tsbpe.texas.gov  
(512) 936-5249  
(512) 302-5090 fax

## Office use only:

Complaint # \_\_\_\_\_

Resp. Indiv. \_\_\_\_\_

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**  
**2929 EAST 41ST STREET, AUSTIN, TX 78751**  
**(512) 936-5200 • Fax (512) 302-5090**  
[complaints@tsbpe.texas.gov](mailto:complaints@tsbpe.texas.gov) • [tsbpe.texas.gov](http://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.

<b>FILING A COMPLAINT – IMPORTANT INFORMATION</b>
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**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](http://www.tsbpe.texas.gov/file-a-complaint). The General Complaint Form is also available at [www.tsbpe.texas.gov](http://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, 929 E. 41st St, Austin, TX 78751, or you can email it to [complaints@tsbpe.texas.gov](mailto: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**