

# GENERAL COMPLAINT FORM



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

<b>Office use only:</b> Complaint # _____ Resp. Indiv. _____ License # _____ Field Rep: _____
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If you need assistance completing this form, please contact the complaint department at one of the telephone numbers listed. A copy of your completed complaint form will be provided to the individual being complained against and that person will be asked to respond in writing to your complaint. You will be informed in writing of the status of the investigation.

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 signed**

**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: [info@tsbpe.state.tx.us](mailto:info@tsbpe.state.tx.us) Web Site: [www.tsbpe.state.tx.us](http://www.tsbpe.state.tx.us)**

The Texas State Board of Plumbing Examiners 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.

**INFORMATION ABOUT COMPLAINTS**

**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 Texas State Board of Plumbing Examiners Regulate Prices Charged By A Plumber?**

The Texas State Board of Plumbing Examiners may not regulate how much plumbers charge. Hourly rates and pricing methods vary. However, plumbers or plumbing companies may not misrepresent their prices or the services that they provide.

**How Do I File A Complaint?**

General Complaint Forms are available on the Board's web site at [www.tsbpe.state.tx.us](http://www.tsbpe.state.tx.us), or by contacting the Complaint Department at (800) 845-6584, extension 65249, by mail to the Texas State Board of Plumbing Examiners, Attention Complaint Department, P.O. Box 4200, Austin, TX 78765-4200, or by e-mail at [info@tsbpe.state.tx.us](mailto:info@tsbpe.state.tx.us).

**What Is The Complaint Process?**

1. Once the Complaint Department receives your completed General Complaint Form and it is determined that your complaint is within the Board'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 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 to the Board. You will be provided a copy of that response.
3. A Field Representative/Investigator will be assigned to investigate the complaint and will contact you for an investigation interview.
4. Jurisdictional complaints are reviewed by the Board's Enforcement Committee to determine whether or not proof of 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. Citation or citations issued
    - c. Administrative penalty.
    - d. License reprimand, probation, suspension, or revocation

**PLEASE KEEP THIS INFORMATION LETTER FOR YOUR RECORDS**