



**COMMONWEALTH OF MASSACHUSETTS**  
**OFFICE OF CONSUMER AFFAIRS AND BUSINESS**  
**REGULATION**

**HOME IMPROVEMENT CONTRACTOR PROGRAM**

Ten Park Plaza, Suite 5170  
 Boston, Massachusetts 02116  
 Phone (617) 973-8700  
 Fax: (617) 973-8799

No: \_\_\_\_\_  
 Received Date: \_\_\_\_\_  
 For state use only

**Registered Home Improvement Contractor  
 Complaint Form**

In order to file a complaint against a person registered as a Home Improvement Contractor this form must be filled out completely and submitted to the Office of Consumer Affairs and Business Regulation (“OCABR”). Submission of a complaint will not automatically result in a hearing against the registered contractor. **Filing a complaint with OCABR will not result in a monetary award to you.** This complaint may result in disciplinary action against the contractor’s registration. You will be notified in writing of any hearing scheduled relative to the contractor named in your complaint. Please refer to the Office of Consumer Affairs and Business Regulation website ([www.mass.gov/oca](http://www.mass.gov/oca)) prior to filing a complaint to ensure that the circumstances of your case fit within the prerequisites for filing a complaint. **If your complaint alleges violations of Massachusetts State Building Code, those allegations will be referred to the Board of Building Regulations and Standards, within the Department of Public Safety, for**

**1. Your information:** (Please type or print neatly)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address of property at issue: \_\_\_\_\_

Day Phone: (     ) \_\_\_\_\_ Fax: (     ) \_\_\_\_\_ E-mail \_\_\_\_\_

**2. Registered contractor Information:**

Contractor name: \_\_\_\_\_

Business name (if any): \_\_\_\_\_

Business address: \_\_\_\_\_

Phone: (     ) \_\_\_\_\_

Date contract signed: \_\_\_\_/\_\_\_\_/\_\_\_\_ Amount of contract: \$\_\_\_\_\_

**3. Does the contractor who aggrieved you hold the following:** (please circle the number below)

1. Home Improvement Contractor Registration ---- (HIC) # \_\_\_\_\_

2. Construction Supervisor License ----- (CSL) # \_\_\_\_\_

3. Unregistered Contractor

#### **4. FOR COMPLAINTS INVOLVING HOME IMPROVEMENT CONTRACTORS:**

**Please circle the number** of any of the following acts (in accordance with G.L. c. 142A) which you allege took place in your dealings with the HIC registrant (Please circle as many acts as you allege occurred):

1. Operating without a certificate of registration;
2. Abandoning or failing to perform, without justification, any contract or project engaged in or undertaken by a registered contractor or subcontractor, or deviating from or disregarding plans or specifications in any material respect without the consent of the owner;
3. Failing to credit to the owner any payment they have made to the contractor or his salesperson in connection with a residential contracting transaction;
4. Making any material misrepresentation in the procurement of a contract or making any false promise of a character likely to influence, persuade or induce the procurement of a contract;
5. Knowingly contracting beyond the scope of the registration as a contractor or subcontractor;
6. Acting directly, regardless of the receipt or the expectation of receipt of compensation or gain from the mortgage lender, in connection with a residential contracting transaction by preparing, offering or negotiating; or attempting to or agreeing to prepare, arrange, offer or negotiate a mortgage loan on behalf of a mortgage lender;
7. Acting as a mortgage broker or agent for any mortgage lender;
8. Publishing, directly or indirectly, any advertisement relating to home construction or home improvements which does not contain the contractor's or subcontractor's certificate of registration number or which does contain an assertion, representation or statement of fact which is false, deceptive, or misleading;
9. Advertising in any manner that a registrant is registered under this chapter unless the advertisement includes an accurate reference to the contractor's or subcontractor's certificate of registration;
10. Violation of the building laws of the commonwealth or of any political subdivision thereof;
11. Misrepresenting a material fact by an applicant in obtaining a certificate of registration;
12. Failing to notify the Department of any change of trade name or address as required by section thirteen;
13. Conducting a residential contracting business in any name other than the one in which the contractor or subcontractor is registered;
14. Failing to pay for materials or services rendered in connection with his operating as a contractor or subcontractor where he has received sufficient funds as payment for the particular construction work, project or operation for which the services or materials were rendered or purchased;
15. Failing to comply with any order, demand or requirement lawfully made by the administrator or fund administrator under and within the authority of this chapter;
16. Demanding or receiving payment in violation of clause (6) of paragraph (a) of section (2) which states: "a time schedule of payments to be made under said contract and the amount of each payment stated in dollars, including all finance charges. Any deposit required under the contract to be paid in advance of the commencement of work under said contract shall not exceed the greater of one-third of the total contract price or the actual cost of any materials or equipment of a special order or custom made nature, which must be ordered in advance of the commencement of work, in order to assure that the project will proceed on schedule. No final payment shall be demanded until the contract is completed to the satisfaction of the parties thereto;"
17. Violating any other provision of chapter 142A.

5. Please provide a detailed description of the acts or omissions committed by the registrant that lead you to file this complaint.

6. I hereby affirm that the information contained in this complaint package is true and accurate to the best of my knowledge and belief.

Signed under pains and penalties of perjury:

..... /...../.....  
Signature Date

7. Please submit the complaint application, and all supporting documentation, e.g., building application, court judgments, contract, photographs (limited to 5 photographs), and the like (none of the documents or photographs should be stapled) to:

**Office of Consumer Affairs and Business Regulation  
Program Coordinator HIC Complaint Program  
10 Park Plaza, Suite 5170  
Boston, MA 02116**