



Where can I go for more information?

Online

Businesses and consumers can perform functions such as search for information on a licensee, apply for a license, or file a complaint at www.MyFloridaLicense.com.

E-mail

Please send your comments and/or questions to call.center@dbpr.state.fl.us. In order to better serve you, please include your daytime telephone number in your e-mail message.

Phone

Our Customer Contact Center (CCC) can be reached at **850-487-1395**. The CCC hours of operation are Monday-Friday, 8 a.m. to 6 p.m (EST).

DBPR provides a toll-free number for unlicensed activity complaints only at **1-866-532-1440**.

Facsimile

Our Customer Contact Center fax number is **850-488-1830**.

Mail

Department of Business and Professional Regulation
1940 N. Monroe Street
Tallahassee, FL 32399-0782



The Department of Business and Professional Regulation is responsible for the following Boards, Commissions, Council, and Occupations:

Boards

Accountancy
Auctioneers
Barbers
Building Code Administrators & Inspectors
Construction Industry Licensing
Cosmetology
Electrical Contractors
Employee Leasing Companies
Landscape Architecture
Pilot Commissioners
Pilot Rate Review
Professional Geologists
Professional Surveyors and Mappers
Real Estate Appraisal
Veterinary Medicine

Commissions

Florida Real Estate Commission
Florida State Boxing Commission

Council

Community Association Managers

Occupations

Asbestos Abatement
Athlete Agents
Child Labor
Farm Labor Contractors Registration
Talent Agents



Consumer's Guide to the Complaint Process for Regulated Professions



The Complaint Process

How do I file a complaint?

You may file a complaint in person, by mail, by Fax at 850-921-2124, or by visiting www.MyFloridaLicense.com and clicking on the link under the "For Consumers" heading. You may also request a complaint form from our Customer Contact Center at 850-487-1395.

What will happen to my complaint?

If the Department determines that your complaint is a possible violation of Florida law, it will be investigated and a Department investigator may contact you for additional information. After the investigation is complete, the case will be legally reviewed. If the Department or appropriate panel of the regulatory Board or Commission determines that the facts support a violation of Florida law, then the case will be prosecuted. Prosecution may result in discipline taken against a subject's license either through an informal hearing, through a settlement agreement, or through a formal hearing before the Division of Administrative Hearings.

What types of complaints and issues cannot be reviewed by the Department?

- Fees and price disputes
- Disagreements over contract terms
- Quality of workmanship issues

Florida law limits the types of complaints the Department may investigate. Please understand that the Department's inability to investigate a complaint is not due to a lack of concern. Whenever possible, we will assist you with referring your complaint to another government agency that may be able to help you. You may also wish to speak to a private attorney about your rights.

For additional information, please visit our Web site at www.MyFloridaLicense.com and review the "FAQ" (Frequently Asked Questions) section for the appropriate professions and/or occupations.

Will my complaint be confidential?

When an investigation is undertaken, the Department must provide a copy of your complaint to the subject of the investigation. In most cases, your complaint will be disclosed to the public only if the Department elects to file administrative charges against the subject. Complaints of unlicensed activity and complaints against Boxing Commission, Child Labor, Community Association Managers, and Farm Labor Contractors Registration are always public record.

Can I file an anonymous complaint?

Yes. The Department may investigate an anonymous complaint if the complaint meets certain conditions. For more information, please refer to our Web site at www.MyFloridaLicense.com.

How long will it take?

On average, complaints take about four months to be investigated before being forwarded to the legal section for review by the prosecuting attorney. Investigations may take considerably longer based upon the complexity of the complaint and whether criminal charges are involved. After the complaint is in the legal section, it typically takes an additional two months to one year to settle depending on whether the case is resolved by way of a closing order, an informal hearing, a settlement agreement, or a formal hearing.

How often will I be contacted?

The Department will notify you in writing at various points in the complaint process, including:

- When we receive your complaint;
- When we complete the review or investigation of your complaint and, if appropriate, that your case is being forwarded to the legal section for review;
- Whether probable cause was found;
- The status of any administrative proceeding; and,
- The status of any appeal.

Will I have to be a witness at a trial?

If you file a complaint, you may be called as a witness by the Department in any administrative proceeding against the subject's license, although most cases are settled without the necessity of witnesses. If a criminal case arising out of the facts of your complaint is filed, it is a separate proceeding handled by the local State Attorney's Office, and you may be called as a witness to testify in that proceeding as well.

What could happen to the professional because of my complaint?

Each profession is regulated by the Department, a Board, or a Commission with the power to discipline. Discipline may include the payment of fines, completion of continuing education classes, payment of costs, probation, suspension, revocation, or a combination thereof.

Can the Department help me recover money I have lost?

In most cases, the answer is no. Under very limited circumstances, the Department may be able to assist you in recovering money by helping you reach an agreement with the professional through mediation. Some professions, e.g. Construction Industry, set aside funds to help victims of their profession. For more information, please see www.MyFloridaLicense.com.

Can I be sued for filing a complaint?

Florida law protects any complainant or any witness against civil liability with regard to information they furnished in any Department investigation or administrative proceeding, unless the complainant or witness acted in bad faith or with malice in providing the information to the Department.