

11 NCAC 08 .1202 COMPLAINTS

- (a) Anyone who believes that a licensee is or has been engaged in any conduct set out in G.S. 143-151.56(a) may file a written complaint against that licensee.
- (b) A Complaint Memo containing instructions for filing the complaint is available through the NC Home Inspector Licensure Board website at www.nchilb.com or by contacting the NC Home Inspector Licensure Board.
- (c) The complaint shall identify the licensee and describe the conduct complained of as set forth in G.S. 143-151.56(a).
- (d) A copy of the contract agreement, the inspection report, and any reports made by other consultants shall be included with the complaint.
- (e) The complaint shall be in writing, signed by the complainant, and dated. The complaint shall include the complainant's mailing address and a daytime phone number at which the complainant may be reached. The street address of the structure must be included if the complaint pertains to an inspection of a structure.
- (f) Supporting information shall be included to justify the complaint. Supporting information shall refer to violations of the Board's rules or of the General Statutes. If the complaint involves items included in the Standards of Practice that the licensee did not observe, a list of those items may be submitted with the complaint. This information may be provided by the complainant, an architect, professional engineer, licensed contractor, another licensed home inspector, or other person with knowledge of the Standards of Practice.
- (g) The Board shall not consider services that are under the jurisdiction of other regulatory agencies or licensing boards, such as termite inspections; appraisals; or services rendered by licensed architects, engineers, or general contractors, unless the persons rendering those services claim to be home inspectors.
- (h) The Board has no jurisdiction over persons who make specialized inspections as part of their repair or maintenance businesses, such as roofing repair contractors, chimney sweeps, duct cleaning, and interior environment specialists.
- (i) The Board members or the Board staff may initiate an investigation without a written complaint when there is cause to believe that a licensee is or has been engaged in any conduct set out in G.S. 143-151.56(a).

*History Note: Authority G.S. 143-151.49; 143-151.56(a); 143-151.58(d); 143-151.62; 150B-38(h);
Codifier determined that agency findings did not meet criteria for temporary rule Eff. October 15, 1996;
Temporary Adoption Eff. October 24, 1996;
Eff. July 1, 1998;
Amended Eff. February 1, 2014; April 1, 2006;
Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. January 9, 2018.*