

Business and Professions Complaint

You can use this form to file a complaint against a person or a business, or to report unlicensed activity. If you have any questions or need language assistance, call (360) 664-6484.

Send your complaint and related documents by email or mail.

Mail: Centralized Investigations & Audits Unit
Department of Licensing
PO Box 1098
Olympia, WA 98507-1098

Email: dolbpdcomplaints@dol.wa.gov

Include the following:

- A detailed explanation of your complaint; describe the events in the order they occurred. This should include dates, place of incident, other parties involved, type of service provided, and a summary of any efforts you have already made to resolve the problem.
- Copies of all documents that relate to the complaint. (i.e. Purchase and Sale Agreement, Audit & Inspection Reports, Appraisal Reports, Contracts, Communication Correspondents, Medical Documentation of Injuries, Photos, Odometer Statement, Warranty, etc.)
- **For notary complaints only:** A copy of the relevant notarized page.

Person or business you are filing a complaint about

PRINT or TYPE Name <i>(First, Middle, Last)</i>		License number <i>(if known)</i>
Business name or Business type		
10-digit phone number and extension	10-digit fax number	Email or web address
Business address or Location of incident		
City	State	ZIP code

Contact Information

<p>I wish to remain anonymous</p> <p>Please note: if you do not leave your contact information our investigators are unable to contact you for additional information and this may cause the case to close.</p>		
Name (First, Middle, Last)		
Business Name (if any)		
10-digit phone number and extension	10-digit alternate phone number	Email
Mailing address		
City	State	ZIP code

Vehicle/Vessel Information (For complaints regarding Dealerships)

Year	Make	Plate/Registration number	VIN/HIN
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Complaint Summary

Provide a brief summary of your complaint. Attach an additional sheet if necessary.

The information I have provided above is true and correct, and I have provided all required enclosures to which I have access.

X

Complainant **typed** signature

Date

What happens after you submit your complaint

1. We determine if the complaint is covered by Washington State laws.
 - If it is not something covered by the laws, we will notify you.
 - If it appears to be covered by the laws, we may conduct an investigation. The investigator will act as an impartial, fact-finding third party. During the investigation, they are not representing you (the complainant), the Department or professional board, or the person or business you filed your complaint against (the respondent). The investigator may contact the respondent to ask for a response, which may include providing them with a copy of your complaint. The length of time an investigation takes depends on current case load and the complexity of the case.
2. After all the facts have been gathered, we evaluate the information.
 - If the evidence doesn't support a violation of the laws, the case will be dismissed.
 - If a violation has occurred, the Department or professional board may recommend disciplinary action based on the severity of the violation. One or more of the following actions may be taken:
 - Issuing a reprimand
 - Imposing a fine
 - Suspending or revoking the license
 - The respondent may request a hearing to dispute the program's recommended disciplinary action.
 - We will notify you of the outcome of your complaint.
3. All Complaints are subject to our public disclosure laws and rules. If you choose to remain anonymous but leave contact information our Records And Disclosure team will redact your information. Please note: if you do not leave your contact information our investigators are unable to contact you for additional information and this may cause the case to close.

Our recommended disciplinary actions don't establish legal opinion. We don't have the authority to recover funds, award damages, or make judicial determinations. To pursue these remedies, you should seek legal advice.