Steps to File a Complaint

1. You can file a complaint online at www.cslb.ca.gov, by mail (after downloading the complaint form), or by calling to request a form, 1-800-321-CSLB (2752).

2. Send CSLB copies (not the original documents) of all relevant printed documentation (no CDs or flash drives). All pertinent information, such as contracts (all pages, front and back), change orders, cancelled checks (front and back), should be included and mailed to the appropriate office below. Photos also can be submitted. Failure to provide all documentation could result in a processing delay.

3. For complaints about work performed in Imperial, Los Angeles, Orange, Riverside, San Bernardino, San Diego, and Ventura counties, send complaint forms and documentation to:
   
   **Norwalk Intake and Mediation Center**
   12501 East Imperial Highway, Suite 620
   Norwalk, CA 90650

   For complaints about work performed in any California county not mentioned above, send complaint forms and documentation to:
   
   **Sacramento Intake and Mediation Center**
   P.O. Box 269116
   Sacramento, CA 95826-9116

Unlicensed Activity

In California, it’s illegal to contract for jobs that are $500 or more (combined labor and material costs) without a state contractor license.

Homeowners may have little recourse if dissatisfied with a project undertaken by an unlicensed contractor. CSLB can issue an advisory notice, a citation, or refer the complaint to a local district attorney; however, it is ultimately up to the homeowner to seek restitution for damage or repair caused by an unlicensed contractor.

Information Disclosure

CSLB provides information about the status of a contractor’s license, bond, and workers’ compensation insurance, as well as pending and prior legal actions. This information is available at www.cslb.ca.gov or by calling the appropriate Legal Action Disclosure unit listed below:

   Northern California: (916) 255-4041
   Southern California: (562) 345-7656
Once a complaint has been received, CSLB mails a written confirmation to the complainant. A notice also is sent to the contractor to encourage resolution without further CSLB intervention.

- **Mediation**
  If the disputing parties cannot resolve the complaint, CSLB may ask for additional information and/or documentation to determine if CSLB-led mediation is appropriate and, if so, will make the necessary arrangements.
  If mediation is unsuccessful, other options include referral to a CSLB arbitration program, further CSLB investigation, or referral to alternative civil or dispute resolution methods.
  Depending on the severity of the actions, the complaint may be closed with an advisory notice to the contractor, which remains a matter of record and could support further action against the contractor if future violations occur.

- **CSLB Arbitration Programs**
  CSLB administers two arbitration programs: a mandatory program for disputes involving alleged damages of $15,000 or less, and a voluntary program for disputes involving allegations of damage between $15,000 and $50,000.
  Complaints must meet stringent criteria to qualify for a CSLB arbitration program, and CSLB staff will determine if the dispute meets these criteria.
  For more information about these programs, please see CSLB’s mandatory arbitration program or voluntary arbitration program guides. Both are available on the CSLB website, [www.cslb.ca.gov](http://www.cslb.ca.gov), or by calling 1-800-321-CSLB (2752).

- **Disciplinary Action**
  Licensed contractors found guilty of violating the law can face suspension or loss of their license. Citations also may include civil penalties of up to $5,000 and/or orders to make or compensate for repairs. (If disciplinary action is undertaken, the case is prosecuted on behalf of CSLB by the state Attorney General’s office. The Attorney General is not counsel for the complainant.)
  If you prevail in a civil or arbitration case against a licensed contractor and that contractor fails to satisfy or pay the final judgment, CSLB has the authority, with sufficient proof, to suspend the contractor’s license. In such instances, send CSLB documentation that proves your case was construction-related and that the final judgment is unsatisfied.