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Governor Gavin Newsom

CSLB Client Services Complaint & Suggestion Form

ATTENTION: REGISTRAR'S OFFICE

Please use this form for making suggestions or filing complaints concerning the services provided by the Contractors State License Board (CSLB). Please provide as much information as possible including dates and times, phone numbers called and/or offices visited and names of CSLB staff contacted so that we can respond appropriately to your concerns. Every effort will be made to contact you within 15 working days of receiving your suggestion or complaint. Thank you for taking the time to help us enhance our services to California citizens.

Form with fields for YOUR NAME (Last, First, Middle), DAYTIME PHONE, ADDRESS (Street Address or PO Box), HOME PHONE, City, State, ZIP Code, ARE YOU A LICENSED CONTRACTOR? (Yes/No), and LICENSE NUMBER.

Please state your suggestion or complaint below: (Attach additional sheets if necessary.)

Large text area for providing the suggestion or complaint, consisting of multiple horizontal lines.

Notice on Collection and Use of Personal Information: The Contractors State License Board (CSLB) collects the information requested on this form as authorized by Business and Professions Code Sections 325 and 326. The CSLB uses this information to follow up on your complaint. Providing Personal Information Is Voluntary: You do not have to provide the personal information requested. If you do not wish to provide personal information, such as your name, home address, or home telephone number, you may remain anonymous. In that case, however, we may not be able to contact you or help you resolve your complaint. Access to Your Information: You may review the records maintained by the Department of Consumer Affairs that contain your personal information, as permitted by the Information Practices Act. See below for contact information. Possible Disclosure of Personal Information: We make every effort to protect the personal information you provide us. In order to follow up on your complaint, however, we may need to share the information you give us with the business you complained about or with other government agencies. This may include sharing any personal information you gave us. The information you provide may also be disclosed in the following circumstances: in response to a Public Records Act request, as allowed by the Information Practices Act; to another government agency as required by state or federal law; or in response to a court or administrative order, a subpoena, or a search warrant. Contact Information: For questions about this notice, the Department's privacy policy, or access to your records, you may contact the Office of Information Security and Privacy Protection, 1325 J Street, Suite 1650, Sacramento, CA 95814, or email privacy@oispp.ca.gov <http://www.oispp.ca.gov/consumer_privacy/response.asp>.