

### THE ANATOMY OF AN ROC WORKMANSHIP COMPLAINT

Updated 01/20/2016

Owner files a complaint

# ROC schedules an inspection

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Inspector finds for the Owner or the Contractor

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If the complaint is found to have merit, the ROC issues a Directive to the Contractor describing the corrective measures to be taken

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Contractor complies, and Owner does not object

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Complaint may be sent to the ROC's legal department for non-workmanship issues but in most cases will be closed

Legal will determine whether the contractor committed any other infractions that would warrant a Citation and Complaint

If not, the legal department will close the file, either with no mark on the contractor's record or with a mark stating that a complaint was "Resolved/Settled/Withdrawn"



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#### Within 20 days after hearing, ALJ issues a Recommended Order to ROC

If the ALJ does not recommend dismissing the case, the ALJ may recommend any of the following (if the Contractor does not make appropriate repairs): (a) license revocation, (b) license suspension, (c) probation, (d) payment of a fine, (e) requiring the Contractor to increase its license bond, (f) requiring the Contractor to post a separate disciplinary bond, (g) requiring the Contractor to do specified corrective work and/or, in rare cases, (h) pay restitution in order to avoid license suspension or revocation

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Within 30 days after receiving the ALJ's Recommended Order, ROC accepts or, in some instances, modifies or rejects the ALJ's recommendation

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Once issued, the Order becomes effective after 40 days