



## **NC Landscape Contractors' Licensing Board**

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### **Anonymous Complaints?**

The NCLCLB does not investigate anonymous complaints (*Chapter 28B; Section .0701 of the NC Administrative Code*).

As a licensed landscape contractor, you may ask, why?... To protect you!

Anonymous complaints cut both ways. You would not want an anonymous complaint filed against you.

An anonymous source could file an anonymous complaint against you for no valid reason; only to cause you trouble, expense, and damage your reputation. When anonymous complaints are accepted, it opens the door for abuse by people wanting to engage in personal retaliations against business competitors or to individuals.

With anonymous complaints, anyone can file a complaint that is malicious and completely unfounded, and they can repeatedly submit trivial complaints with no accountability or consequences.

Anonymous complaints can be a tremendous waste of Board resources and staff time taking away from genuine issues that affect the safeguarding of life, health, and property of the general public.

### **21 NCAC 28B .0701 COMPLAINTS; INVESTIGATIONS**

(a) All complaints filed with the Board shall be filed either on a form provided by the Board or via the Board's online complaint process at [www.nclclb.com](http://www.nclclb.com). All complaints must contain the following information:

- (1) Date of alleged violation;
- (2) Contact information for licensee/unlicensed contractor;
- (3) Contractor license number, if known;
- (4) Complainant name and contact information;
- (5) Address where alleged violation(s) occurred;
- (6) Description of work performed;
- (7) Copy of written contract; and
- (8) Attestation, by signature, that information provided is true and accurate to the best of complainant's knowledge.

The Board will not investigate anonymous complaints. [Incomplete complaints will not be investigated....]