



STRUCTURAL PEST CONTROL BOARD COMPLAINT FORM

PLEASE PRINT OR TYPE

MY COMPLAINT INVOLVES:

- ☐ A TERMITE REPORT USED IN ESCROW – DATE ESCROW CLOSED _____
- ☐ A YEARLY CONTROL SERVICE AGREEMENT
- ☐ SUBTERRANEAN TERMITE BAIT STATION SYSTEM
- ☐ OTHER (Please Specify): _____

A COMPLAINT BASED ON A REPORT OVER 2 YEARS OLD WILL NOT BE ACCEPTED.

THE BOARD CANNOT REPRESENT PRIVATE CITIZENS IN COURT OR COLLECT MONEY

STRUCTURAL PEST CONTROL BOARD LICENSE CATEGORIES ARE:

BRANCH 1 (FUMIGATION) BRANCH 2 (GENERAL PEST CONTROL) BRANCH 3 (TERMITE CONTROL)

ADDRESS OF THE PROPERTY INVOLVED		DATE OF INSPECTION	
CITY	STATE	ZIP	
DID YOU RECEIVE A NOTICE OF WORK COMPLETED? ☐ YES ☐ NO ☐ N/A DATE OF COMPLETION:		WAS ALL WORK COMPLETED? ☐ YES ☐ NO ☐ N/A	
YOUR NAME		NAME OF LICENSEE/REGISTERED COMPANY COMPLAINED ABOUT?	
HOME TELEPHONE	WORK NUMBER	TELEPHONE	
ADDRESS		ADDRESS	
CITY	STATE	ZIP	
DID ANYONE COMPLAIN TO THE LICENSEE/REGISTERED COMPANY? ☐ YES ☐ NO (IF YES, WHO?):		DID THE LICENSEE/REGISTERED COMPANY RESPOND? ☐ YES ☐ NO (IF YES, WHAT DID LICENSEE DO?):	

DID YOU GET AN INSPECTION REPORT FROM ANOTHER LICENSEE/REGISTERED COMPANY?
☐ YES (IF YES, ATTACH A COPY OR COPIES) ☐ NO ☐ N/A

DID THIS INSPECTION REPORT CONFLICT WITH THE ONE FROM THE LICENSEE/REGISTERED COMPANY YOU ARE
COMPLAINING ABOUT?
☐ YES (PLEASE GIVE DETAILS IN YOUR COMPLAINT STATEMENT) ☐ NO ☐ N/A

ARE YOU AWARE OF OTHER INSPECTION REPORTS WITHIN THE LAST 24 MONTHS?
☐ YES (IF YES, PLEASE INCLUDE COPIES WITH COMPLAINT) ☐ NO ☐ N/A

STATE YOUR COMPLAINT BRIEFLY (ATTACH ADDITIONAL SHEETS IF NECESSARY)

SPECIFY WHAT YOU EXPECT THE COMPANY TO DO TO SATISFY YOUR COMPLAINT

- A. THE OPERATOR WILL BE PROVIDED WITH A SUMMARY OF YOUR COMPLAINT AND GIVEN TEN DAYS TO RESPOND TO THE BOARD.
- B. DO NOT MAKE CHANGES OR ALTERATIONS TO ANY AREAS OF THE STRUCTURE INVOLVED IN THIS MATTER.
- C. THE FILING OF THIS COMPLAINT DOES NOT PROHIBIT YOU FROM FILING A CIVIL ACTION.
- D. AN INVESTIGATION AND ADMINISTRATIVE HEARING, IF WARRANTED, ARE CONDUCTED FOR THE PURPOSE OF ENFORCING THE STRUCTURAL PEST CONTROL ACT.

I certify under the penalty of perjury the laws of the State of California that to the best of my knowledge all the above statements are true and correct and that if called upon, I will assist in the investigation or in the prosecution of the defendant or other contingent parties hereto, and will if necessary, swear to a complaint, attend hearings and testify to facts.

SIGN HERE

DATE

SIGN HERE

DATE

PLEASE ATTACH COPIES OF ALL DOCUMENTS PERTAINING TO THIS COMPLAINT
THIS INCLUDES: INSPECTION REPORTS, SERVICE AGREEMENTS, ESCROW INSTRUCTIONS, PURCHASE AGREEMENTS, DEPOSIT RECEIPTS, CORRESPONDENCE, ETC.

NOTICE ON COLLECTION OF PERSONAL INFORMATION

Collection and Use of Personal Information

The Department of Consumer Affairs and the Structural Pest Control Board collects the information requested on this form as authorized by Business and Professions Code sections 325 and 326 and the Information Practices Act. The Structural Pest Control Board 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 Structural Pest Control Board that contain your personal information, as permitted by the Information Practices Act. See contact information below.

Possible Disclosure of Personal Information

We make every effort to protect the personal information you provide us. However, in order to follow up on your complaint, 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
- In response to a court or administrative order, a subpoena, or a search warrant.

Contact Information

For questions about this notice or access to your records, you may contact the Structural Pest Control Board at 2005 Evergreen Street, Suite 1500, Sacramento, CA 95815, by phone at (916) 561-8704, or by email at pestboard@dca.ca.gov.

For questions about the Department's Privacy Policy, you may contact the Department of Consumer Affairs at 1625 North Market Boulevard, Sacramento, CA 95834, by phone at (800) 952-5210, or by e-mail at dca@dca.ca.gov.