



Business and Professions Complaint

You can use this form to file a complaint against a person or a business, or to report unlicensed activity.

If you have multiple complaints, use a separate form for each complaint.

If you have any questions about this form, call 360-664-6484.

For ADA assistance, visit dol.wa.gov/accessibility, or call 360-902-3900 or 711 for relay service.

Step 1–Prepare to submit your complaint

You can submit a claim by:

- Visiting dol.wa.gov/professional-licenses/file-complaint.
- Submitting this completed form to dolbpdcomplaints@dol.wa.gov.
- Mailing this completed form to:

**Centralized Investigations and Audits Unit
Washington State Department of Licensing
PO Box 1098
Olympia, WA 98507-1098**

You must include:

- A detailed explanation of your complaint.
- Copies of all documents relating to the complaint.

If your complaint is for a notary, provide a copy of the relevant notarized page.

Step 2–Review and understand your next steps

Your actions

Look for communications from the Department of Licensing (DOL). Check your email junk folders.

DOL actions

1. We determine if the complaint is covered by Washington state laws and rules.
 - If the complaint is not covered by law, we will notify you.

Step 2–Review and understand your next steps *(continued)*

DOL actions *(continued)*

- If we have authority in this case, we might conduct an investigation. The investigator will act as a neutral party. The investigator might contact the respondent to ask for a response. As part of this process, the investigator could provide a copy of your complaint. The length of an investigation depends on our current case load and the complexity of the case.
2. After all the facts have been gathered, we evaluate the information.
 - If the evidence doesn't support a violation of the laws, the case will be dismissed.
 - If a violation has occurred, DOL or a professional board could recommend one or more of the following actions:
 - Issue a fine
 - Issue a reprimand
 - Suspend or revoke the license

We will notify you of the outcome. The respondent may request a hearing to dispute a recommendation.

3. You have the option to submit anonymously. This means your contact information will not be shared outside DOL. If you do not leave your contact information, our investigators will be unable to contact you. This could cause the case to close.
4. All complaints are subject to our public disclosure laws and rules. If you choose to remain anonymous, our Records and Disclosure team will remove your information for public records requests.

We don't have the authority to provide legal advice, recover funds, or make legal decisions. Our decision doesn't limit your right to pursue private legal action.

Step 3–Provide your contact information

Name (First, Middle, Last)	
Business name (if any)	
10-digit phone number and extension	10-digit alternate phone number
Email	

Step 3–Provide your contact information *(continued)*

Mailing address		
City	State	ZIP code
Option to submit anonymously I wish to remain anonymous. My contact information will not be shared outside DOL.		

Step 4–Provide information about the complaint

We need as much information as possible to process this request. We must have the required information below. If this is a complaint against a business, you must provide the: • Business name. • Business address. If this is a complaint against a person, you must provide the: • Person's name. • Location of incident.		
PRINT or TYPE name <i>(First, Middle, Last)</i>		
Business name or business type		License number
10-digit phone number and extension	10-digit fax number	
Business address or location of incident		
City	State	ZIP code
Email	Web address	

Vehicle/Vessel information (For complaints regarding dealerships)

Year	Make
Plate/Registration number	VIN/HIN

Step 5–Describe your complaint

Use the space below to describe your complaint. Attach an additional sheet if necessary. Your detailed explanation needs to include:

- Dates, place of incident, other parties involved, and type of service provided.
- Efforts you have already made to resolve the problem.
- Copies of all documents relating to the complaint. Examples include:
 - Photos, emails, texts, screenshots, contracts, and appointment confirmations.
 - Purchase and sale agreements, inspection reports, appraisal reports, contracts, medical documentation of injuries, odometer statement, and warranties.

Step 6–Certify and sign your complaint

The information I have provided above is true and correct, and I have provided all required enclosures to which I have access.

TYPE or PRINT Name

X

Complainant signature

Date (mm / dd / yyyy) signed

Place (city or county) signed