

21 NCAC 34A .0123 CONSUMER COMPLAINT FORM

(a) Initiation. Any individual (the "Complainant") with personal knowledge that any person has violated statutes or rules governed by the Board may file a complaint by submitting a complaint form through the Board's website, by emailing a complaint form to complaints@ncbfs.org, or by mailing a copy of the complaint to the Board's office.

(b) Form. The complaint shall contain a narrative of the acts or omissions about which the Complainant is concerned and shall be signed by the Complainant. The complaint shall include:

- (1) the name, address, email address, and telephone number of the Complainant;
- (2) the name, telephone number, license number, and address of the person or business against which the complaint is made (the "Respondent");
- (3) a statement of the facts that describe the allegations against the Respondent, along with any supporting documentation that the Complainant wishes to provide;
- (4) Complainant's attestation that:
 - (A) the information in the complaint is true and accurate to the best of the Complainant's recollection;
 - (B) the Complainant agrees to cooperate with the Board's investigation of the complaint by furnishing to the Board all pertinent or requested information and records in the Complainant's possession concerning the alleged misconduct of the Respondent;
 - (C) the Complainant shall testify as a witness if a hearing is held concerning the alleged misconduct of the Respondent;
 - (D) the Complainant understands his or her identity will be disclosed to the Respondent;
 - (E) the Complainant understands that anonymous complaints will not be processed by the Board;
 - (F) the Complainant understands that the Board cannot provide him or her with legal advice, cannot represent the Complainant or intervene on his or her behalf in court proceedings, and cannot provide any opinions or make any determinations regarding civil liability;
 - (G) the Complainant understands that he or she should not wait for the Board's disposition of the complaint before pursuing any legal claim or seeking legal advice, if he or she believes that damages have been incurred because of an alleged act or omission by Respondent.
- (5) whether the Complainant wishes to be notified of status updates regarding the complaint by electronic correspondence only.

(c) The Board shall process complaints in accordance with 21 NCAC 34A .0126.

*History Note: Authority G.S. 90-210.23(a); 90-210.25(e); 90-210.134(a);
Eff. September 1, 1979;
Recodified from 21 NCAC 34 .0124 Eff. February 7, 1991;
Amended Eff. August 1, 2004;
Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. August 19, 2017;
Amended Eff. February 1, 2026.*