

MIAMI-DADE COUNTY PRODUCT CONTROL COMPLAINT FORM

Dear Citizen:

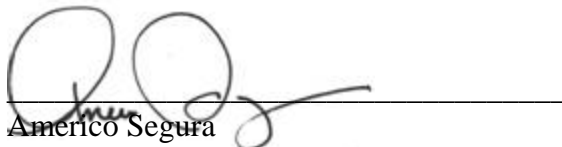
The Product Control Section of Miami-Dade County's Building and Neighborhood Compliance Department investigates complaints against manufacturer's approved products to the Notice of Acceptance (NOA), Laboratory's Certification, Fabricator's Certificate of Competency and the Certification of Listed Products issued by our Office. In order to register your complaint, please complete the enclosed form and return it to our Office. If insufficient space is provided on the complaint form, please use a separate sheet. Do not write on the reverse side of this form.

According to the Miami-Dade County's Quality Assurance Guidelines, manufacturers, fabricators and laboratories must address and document all complaints brought by a Building Official, a Product Control Inspector, a customer or a member of the general public. They are required to investigate the issues related to the complaints and to submit in writing to the Product Control Division the root cause of the problems and what, if any, corrective actions were taken.

Upon receipt of the completed complaint form and accompanying documents, a Product Control Inspector will open a case file and a copy of your complaint will be sent to the appropriate party for a response. Since investigations and cases vary in complexity, duration and priority, a definite time frame cannot be given as to when the complaint process will be completed for any individual case.

Furthermore, because the Statute of Limitations establishes time limits within which you must assert a cause of action in court, please do not delay in consulting with an attorney or initiating any action to preserve your civil remedies in this matter.

We look forward to working with you to help you resolve any product control related issues. Thank you for your cooperation and should you have any questions, please do not hesitate to contact me.


Americo Segura
BNC- Quality Assurance Unit Supervisor
Product Control Section



MIAMI-DADE COUNTY, FLORIDA
BUILDING AND NEIGHBORHOOD COMPLIANCE DEPARTMENT

BOARD AND CODE ADMINISTRATION DIVISION
PRODUCT CONTROL SECTION
11805 S.W. 26 STREET, ROOM 208
MIAMI, FLORIDA 33175-2474
T(786)315-2590 FAX (786) 375-2999

Product Control Complaint Form

This complaint becomes a matter of public record at the time it is filed and is available for review and copying by the subject of the complaint and the general public.

Complainant's Information

Job Site where the Product(s) are installed

(Leave blank if the job address is the same)

Address:
City:
State: ZIP:
Phone:
Mobile:
Email:

Address:
City:
State: ZIP:

I am complaining in my capacity as:

- Homeowner
Contractor
Subcontractor
Other (specify):
Manufacturer
Building Official
Supplier

Check one and indicate the reference #:

Product NOA #
Laboratory Certificate #
Fabricator Certificate #
Listed Product Certificate #

Is this Complaint Related to: Product Performance, Manufacturer, Product Specification, Installation, NOA Misrepresented, Other (Explain below)

Description of the Complaint:

Description of the Complaint text area with multiple lines for input.

If the manufacturer involved in this complaint was contracted for the installation of the above referenced products, please provide us with the Miami-Dade County Certificate of Competency Number or the State of Florida Construction Industry License Number.

- Miami Dade County Certificate of Competency Number:
State of Florida Construction Industry License Number:

Signature

Date:

Florida Statutes 837.06, False Official Statements: Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of this official duty shall be guilty of a misdemeanor of the second degree.

