



ARIZONA REGISTRAR OF CONTRACTORS



August 14, 2025

Re: **Complaint No. 2025-07962**

Dear Complainant and Respondent:

A formal complaint has been filed with the Arizona Registrar of Contractors.

A jobsite inspection is scheduled for **Tuesday, September 23, 2025 at 10:00 AM**. The Complainant is required to be present. The Respondent's attendance is requested and encouraged. The Registrar encourages both parties to make a good faith effort to resolve this complaint prior to the jobsite inspection.

COMPLAINANT:

1. Under A.R.S. § 32-1155(D)(1), the Respondent must be allowed, upon request, the opportunity to inspect the work complained of within fifteen (15) days of receiving this notice. If Respondent is not provided an opportunity to inspect the work within the fifteen (15) day time period, the Registrar may be prohibited from taking further action on this complaint.
2. The Registrar may also be precluded from taking further action on this complaint, if the work that is the subject of the complaint is subject to neglect, modification, or abnormal use. A.R.S. § 32-1155(D)(2)
3. You must provide safe access to any area to be inspected. If access to a roof or other elevated area is required, you must provide a means to safely access the area (ladder or manlift as appropriate). Additionally, please secure any animals.

RESPONDENT:

1. Enclosed is a copy of the complaint. Under A.R.S. § 32-1155(D) you must be allowed, upon request, the opportunity to inspect the work complained of within fifteen days of the date of receipt of this notice.
2. To assist the assigned investigator in evaluating the merits of the complaint, please submit a response to the enclosed complaint to the assigned investigator **prior** to the scheduled inspection.
3. If you do not attend the jobsite inspection, your absence may negatively impact the investigation, and your interests.
4. If a building permit(s) was required for this project, please have the building permit information available at the jobsite inspection.

If either party needs to reschedule the jobsite inspection, please notify the assigned investigator at least three business days prior to the inspection date to schedule a new date and time.



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If the parties resolve the complaint prior to the inspection, please notify the assigned investigator in writing and by phone as soon as possible.

Sincerely,

Aaron King.

Investigator
(520) 628-6890
aaron.king@roc.az.gov
1700 W Washington St, Ste 105
Phoenix, AZ 85007



A Guide to Jobsite Inspections

Purpose of the Jobsite Inspection

When the Registrar receives a complaint against a contractor's license alleging poor workmanship, the Registrar generally schedules a Jobsite Inspection. The Jobsite Inspection serves two purposes:

1. To give the contractor an opportunity to inspect the complaint items; and
2. To give the Registrar an opportunity to determine if the contractor's work violates Arizona law.

Jobsite Inspection Rights and Responsibilities

Access to inspect: The property owner has complete control over who they allow on the property. However, if the Registrar's investigator or the contractor cannot inspect the work, the Registrar will not move forward with a citation.

Cooperation: Arizona law enables injured parties to seek relief for damages through several paths. When dealing with a licensed contractor, the Registrar of Contractors' administrative complaint process may serve as one of those possible paths. However, in order to use that path, the Registrar relies on the cooperation of all parties to a complaint.

Minimum workmanship: The Registrar investigates workmanship complaints for compliance with minimum workmanship and professional industry standards. The Registrar does not issue citations for work that meets these standards.

Scope: The scope of the Jobsite Inspection is limited to items listed in the complaint filed with the Registrar's office. It is the complainant's responsibility to point out the complaint item(s) and the Investigators role to review the item(s). If the complainant identifies additional workmanship items not listed in the original complaint, they must file an addendum to the complaint. The Registrar's Investigator may identify additional administrative violations by the contractor (e.g. work performed out of scope of the license and failure to provide a contract that meets requirements set by Arizona law) at the time of the inspection.

The Role of the Investigator

At the Jobsite Inspection, the Registrar's investigator will:

- Only investigate the items listed on the complaint form filed with the Registrar.
- Will gather evidence to make an informed decision about the complaint items.



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What to expect after a Jobsite Inspection

After doing a Jobsite Inspection, the Registrar's Investigator will leave the jobsite and review the evidence provided during the inspection. Generally, the investigator does not make any determination at the time of the jobsite inspection regarding whether the allegations listed in the complaint are supported.

- If the allegations are confirmed, the Registrar's Investigator may issue a Written Directive telling the contractor to correct the poor or incomplete work.
- If the allegations are not confirmed, the Registrar's Investigator will close the complaint.

Questions?

If you have already filed a complaint and it was assigned to an investigator, you are encouraged to contact that investigator directly with the information listed in your jobsite inspection letter.

If you have not filed a complaint yet or have not been assigned an investigator, or cannot contact your investigator, you can reach the Registrar's compliance department at (877) 692-9762.



A Guide to Written Directives

Purpose of the Jobsite Inspection

When the Registrar receives a complaint against a contractor's license, the Registrar generally schedules a Jobsite Inspection. The Jobsite Inspection serves two purposes:

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What to expect after a Jobsite Inspection

After doing a Jobsite Inspection, the Registrar's Investigator will determine whether the allegations listed in the complaint are supported.

- If the allegations are confirmed, the Registrar's Investigator may issue a Written Directive telling the contractor to correct the poor or incomplete work.
- If the allegations are not confirmed, the Registrar's Investigator will close the complaint.

Written Directives

Access: In order to use the administrative process offered by the Registrar, a property owner must provide reasonable access to allow the contractor to fix their work as directed by the Registrar in a Written Directive. Complainants may not put any additional, unnecessary restrictions on the Respondent above and beyond the initial contract requirements agreed upon at the beginning of the project. Respondents are required to make repairs on items identified on any Written Directive, not otherwise restricted by local code or HOA limitations. Complainants must make access available to the Respondent to make the required repairs and failure to provide reasonable access may result in the Registrar dismissing the complaint.

Contractor obligations: The Written Directive will set a deadline for compliance. This is the period of time determined by the Investigator as necessary to complete the items listed in the Directive.

- The deadline for compliance assumes the contractor will promptly begin working on the items listed in the Directive.
- Do not wait. Both parties should communicate quickly to schedule the work.

Extensions: If good cause exists to extend this deadline, either party may submit a written request to the Investigator. The Registrar will review requests for extension and determine if the Directive should be extended.

Manner and method of performance: The Registrar does not provide specific instructions for how to correct poor work. A licensed contractor is expected to have the skill and



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professionalism to complete the work. Moreover, the complainant may not dictate the manner of repair. If the contractor fails to appropriately correct the work according to the contract, the Registrar will issue a citation.

Compliance Inspection: After the Written Directive expires, the Registrar's Investigator will contact the complainant to determine if the contractor performed any corrective work.

- If the contractor did corrective work, the Investigator may schedule a Compliance Inspection to determine if the poor work is corrected.
- If the contractor did not perform any corrective work, the Registrar's Investigator will not do a Compliance Inspection and will determine whether to issue a citation based on the administrative record.

Work performed after the directive ends: After the Directive period ends, a property owner may choose to allow the contractor to continue its work. The Registrar encourages parties to work cooperatively, but cannot require a homeowner to continue to allow a contractor access to the property after the Directive period ends in order for the administrative process to continue. Denying access after the Directive ends is not grounds to close or dismiss a complaint.

Questions?

If you have already filed a complaint and it was assigned to an investigator, you are encouraged to contact that investigator directly with the information listed in your jobsite inspection letter.

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