



Breach of Contract Complaint Form

for Property Owners
(Residential & Small Commercial)

Before filling out a complaint, you may want to read “Resolving Disputes With Your Contractor.”
<https://www.oregon.gov/CCB/Documents/pdf/resolvingdisputeswithyourcontractor.pdf>

You may also want to view the license of the contractor you are filing against and verify that they hold an endorsement. You can do this at www.oregon.gov/CCB

If you are filing against a residential contractor, you must first send the contractor *written* notice (pre-complaint) by *certified* mail that you plan to file a complaint. We *cannot* accept your complaint until 30 days after you have mailed this notice. The law requires only that the notice be mailed, not that the contractor receive it. You can use the CCB notice at: https://www.ccb.state.or.us/PreClaim/preclaim_notice.htm

The pre-complaint notice you send to the contractor must have all of the following information in it.

1. Date
2. Contractor’s Name
3. Contractor’s Address - This must be the address shown in the CCB licensing record. You can get this from our website at www.oregon.gov/CCB or by calling us at 503-378-4621.
4. Your letter must state that you intend or plan to file a complaint with the CCB.
5. Your name must be on the letter.

You will need certain required documents for your complaint.

- A *Completed* Breach of Contract Complaint form.
- A copy of the pre-complaint notice sent to the contractor.
- A copy of the post office receipt showing that you sent the notice by certified mail.
- All documentation showing a contractual relationship. (example: copy of the contract, invoices, estimates, front & back copy of checks, etc.)

We can process your complaint more quickly if you:

- Use only 8 ½ by 11 size paper. Small items should be taped to blank paper. No staples.
- Send legible copies, not originals and if handwritten, use a black ink pen (not pencil).
- Use white or light paper – other colors do not copy well and do not highlight portions of documents.
- Do not submit documents in binders, notebooks, flash drives, or compact discs.
- Do not submit photographs.
- Your complaint must be **received** by the CCB no later than one year after the date the work was substantially completed. If the structure is new, your complaint must be received by the CCB no later than the earlier of:
 - One year after the date the structure was first occupied; OR
 - Two years after substantial completion of the structure.

Submit your complaint by e-mail at disputes@ccb.oregon.gov or by regular mail to CCB, Attn: Dispute Resolution, PO Box 14140, Salem, OR 97309-5052. If sending by regular mail, please send the complaint at least two weeks before the deadline to ensure timely receipt.

If you need any assistance, either e-mail us at disputes@ccb.oregon.gov or call us at 503-934-2247.

Construction Contractors Board OFFICE DATE STAMP
 PO Box 14140
 Salem, OR 97309-5052

BREACH OF CONTRACT COMPLAINT
 Property Owner

THIS SECTION FOR OFFICE USE ONLY		
File Number		
License Dates:		
90 Day Period	License Type	Complaint Type

1. Person Making Complaint
 Name: _____

Business Name(if Applicable): _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____ County: _____

Work Phone: _____ Home Phone: _____ Cell Phone: _____

Email Address: _____

2. Complaint Against
 Name: _____

Company: _____ CCB #: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Phone Numbers with Area Codes: _____

Email Address: _____

Are you a licensed contractor? If Yes: CCB License #:
 Yes No

3. Job Site Address
 Street: _____

City: _____ State: _____ Zip Code: _____ County: _____

5. Nature of Complaint
 Complaint by Owner Construction Lien Filed
 Complaint by Primary Contractor against Subcontractor
NOTE: DO NOT USE THIS FORM if you are a subcontractor, material/equipment supplier or an employee.

4. Contract
 Oral (Submit checks & invoices to verify contractual relationship)
 Written (Complete copy of contract must be attached)

6. Other Filings (Check only the boxes that apply)
 Another CCB complaint has been filed regarding this property.
 CCB File No.(s): _____
 This issue has been submitted to a court or arbitration for determination or resolution, and the details are attached.

Contract Date: _____

Total Contract Amount: \$ _____

Total Paid to Contractor: \$ _____

Date Work Started: _____

Date Contractor Ceased Work: _____

7. If you are an Owner: Did the contractor give you the following Notices?

Info Notice About Const.Liens? Yes No

Consumer Protection Notice? Yes No

Notice of Procedure? Yes No

What work was to be performed under the contract? (Example: build house; install a roof)

8. Employees
 Were there employees of the contractor on the job during construction? Yes No

For New Home Construction Only

Date Structure Completed: _____

Date of Actual Occupancy: _____

9. Corrections

Has the work been corrected at this time? Yes No

Have you hired another contractor to correct the work? Yes No

10. Structure Type Residential Small Commercial

11. Pre-Complaint Notice You MUST include a copy of the notice and proof of certified mailing. **Date Mailed:** _____

**RETURN ALL PAGES TO CONSTRUCTION CONTRACTORS BOARD
 DO NOT SEND PROCESSING FEE WITH THIS FORM**

