



Kansas Home Inspector Registration Board

2915 S. W. Wannamaker Rd Ste 100
Topeka, KS 66614

Official use only
Date received: _____
Committee review Date: _____
Hearing Date: _____

Complaint Against A Registered Home Inspector

Regarding the Complaint Process:

The complaint process is not a substitute for the civil court system nor is it a venue for restitution for a complaint as the Board has no jurisdiction in these areas. During the complaint process, the Board considers: a) Was the inspector properly registered at the time of the inspection? b) Does the inspection report indicate that the inspector complied substantially with the Standards of Practice? c) Did the inspector comply with the Code of Ethics? and d) Did the inspector comply with the Statutes and Rules and Regulations. If the answer to any of these questions is "no", the Complaint Committee or the Board may take additional action.

Instructions Regarding Your Complaint:

1. Before filing a complaint the Board strongly recommends that you communicate with the inspector verbally and in writing, describing what your specific complaint is. Also describe to the inspector the specific remedy which you feel is necessary to resolve the matter.
2. Before any modification or repairs are made to the conditions giving rise to the complaint, the inspector should be given reasonable opportunity to view and discuss those conditions with you. When the nature of those conditions are such as to present an unsafe condition or your failure to act will cause further damage, you should so advise the inspector and then make any minimal changes needed to protect life and preserve and protect the property.
3. If you have followed the requirements above and those actions fail to produce a mutually acceptable resolution of the matter complete and mail a complaint package to the Board at the address listed above.
4. To facilitate an investigation regarding the complaint being alleged, please provide on a separate sheet of paper information in sufficient detail for the Board to fully understand the basis for your complaint.
5. Any and all supporting documentation including receipts, bids for repair, photos, inspection report, etc. It is important to understand that the Board is relying on the information you provide to formulate its conclusions.

The Following Must Be Included In the Complaint Packet

1. This complaint form
2. A copy of the inspection agreement
3. A copy of the inspection report
4. Your detailed description of the complaint including items 4 and 5 above.

Person Filing This Complaint:

Your Name (Please Print): _____ Telephone: (____) _____

Address: _____ City: _____ St: _____ Zip: _____

E-mail address: _____

Person Against Whom Complaint is Lodged

Inspectors Name: _____ Registration Number: _____

Inspector's Business Name: _____

Address: _____ City: _____ St: _____ Zip: _____

Telephone: (____) _____ E-mail address: _____