



STATE OF MISSOURI  
DIVISION OF PROFESSIONAL REGISTRATION  
**COMPLAINT PACKET INFORMATION**

OFFICE OF STATEWIDE ELECTRICAL CONTRACTORS  
P.O. Box 1335, 3605 MISSOURI BOULEVARD  
JEFFERSON CITY, MISSOURI 65102-1335  
Telephone (573) 522-3280 TTY (800) 735-2966  
Fax (573) 751-6301  
EMAIL [osec@pr.mo.gov](mailto:osec@pr.mo.gov)  
WEBSITE: <https://pr.mo.gov/electricalcontractors.asp>

**When you file a complaint please follow these instructions.**

To file a complaint with the Office of Statewide Electrical Contractors please complete the enclosed complaint form and return to our office at the address above including mail, email or fax.

When completing the complaint form please provide as much detail regarding the complaint as possible. Briefly describe what occurred, who was involved, when and where it occurred. When submitting a complaint please enclose copies of all supporting materials/documents.

Incomplete or unsigned complaint forms will be returned.

Pursuant to regulation 20 CSR 2117-4.010, the office's Public Complaint and Handling Disposition regulation, anonymous complaints will not be accepted.

A separate form should be completed on each individual or political subdivision if you are complaining about more than one (1) individual or political subdivision.

Keep a copy of your complaint because all materials received in the office in connection with the complaint become the property of the licensee's file and cannot be returned to you without his/her consent.

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Please understand that the Office of Statewide Electrical Contractors is a regulatory entity of the Division of Professional Registration. The division can only seek to discipline a licensee for certain specific types of conduct which are set out in law. The division must also be able to prove the conduct with legally admissible evidence before it can discipline a license. Complainants should note that the division is not a substitute for other methods of resolving concerns.

Note: A private citizen who requires legal advice or representation should not consider a complaint to the office as a substitute for obtaining the services of private counsel.

Please note that the division only has authority to discipline the license of those persons licensed by the office. If an individual does not hold a statewide license and does not represent such but is licensed by a local political subdivision, you may want to contact the local political subdivision regarding your concerns.

**What happens after the complaint is filed.**

Please be advised that a copy of the complaint may be provided to the person or entity whom are you filing the complaint against and be asked to respond to the complaint allegations.

All complaints are reviewed, but not every complaint will result in an action taken against the subject of the complaint. A case can be closed due to lack of jurisdiction or insufficient evidence to substantiate the allegations in a complaint.

As the complainant, you will be notified in writing when a final decision regarding your complaint has been made.