

**661—275.7(100C) Complaints.** Complaints regarding the performance of any licensed contractor, failure of a licensed contractor to meet any of the requirements established in Iowa Code chapter 100C or this chapter or any other provision of law, or operation as a fire extinguishing system contractor without licensure may be filed with the state fire marshal. Complaints should be addressed as follows:

State Fire Marshal Division  
Iowa Department of Public Safety  
Attn: SFM Licensing Administration  
215 East 7th Street  
Des Moines, Iowa 50319

Complaints may be submitted by electronic mail to [sfmlicense@dps.state.ia.us](mailto:sfmlicense@dps.state.ia.us) or by the United States Postal Service.

Complaints should be as specific as possible and shall clearly identify the contractor against whom the complaint is filed. Complaints shall be submitted in writing to the state fire marshal. A complaint may be submitted anonymously, but if the name and contact information of the complainant are provided, the complainant will be notified of the disposition of the complaint.

[Editorial change: IAC Supplement 6/17/09; ARC 5396C, IAB 1/13/21, effective 2/17/21]