

191—54.14(523C) Procedure for public complaints.

54.14(1) The commissioner may receive and process complaints made against any licensee, or any unlicensed individual or entity, which alleges certain acts or practices which may constitute one or more violations of the provisions of Iowa Code chapter 523C, the Iowa residential service contracts Act or this chapter. Any member of the public, or any federal, state, or local officials, may make and file a complaint with the commissioner. Complaints may be received from sources outside the state of Iowa and processed in the same manner as those originating in Iowa.

54.14(2) Complaints may be mailed or delivered to the following address: Iowa Securities Bureau, Lucas State Office Building, Des Moines, Iowa 50319.

54.14(3) All complaints shall be in writing and shall fully identify the complainant by name and address. If required by the Iowa securities bureau, complaints shall be made on forms prescribed and provided by that bureau.

54.14(4) Oral or telephone communications will not be considered or processed as complaints. However, any member of the administrative staff of the commissioner may make and file a complaint based upon information and belief, in reliance upon oral, telephone, or written communications received by the office of the commissioner.