

**661—276.6(100D) Complaints.**

**276.6(1)** Complaints regarding the performance of any licensed fire protection system technician, failure of a licensee to meet any of the requirements established in Iowa Code chapter 100D or this chapter or any other provision of law, or persons operating as fire protection system installers and maintenance workers 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

**276.6(2)** Complaints may be addressed by electronic mail to [sfmlicense@dps.state.ia.us](mailto:sfmlicense@dps.state.ia.us) or in writing by the United States Postal Service.

**276.6(3)** Complaints should be as specific as possible and shall clearly identify the licensee or other person against whom the complaint is filed. Complaints shall be submitted in writing. 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.

[ARC 9032B, IAB 8/25/10, effective 10/1/10; ARC 5396C, IAB 1/13/21, effective 2/17/21]