

661—277.9(100C) Complaints. Complaints regarding the performance of any licensed contractor or technician, failure of a licensed contractor or technician to meet any of the requirements established in Iowa Code chapter 100C or this chapter or any other provision of law, or operation as an alarm system contractor or technician without licensure may be filed with the state fire marshal.

277.9(1) 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

277.9(2) Complaints may be submitted by electronic mail to sfmlicense@dps.state.ia.us or by the United States Postal Service.

277.9(3) Complaints should be as specific as possible and must clearly identify the contractor or technician 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.

[ARC 5396C, IAB 1/13/21, effective 2/17/21]