

# COMPLAINTS

## GENERAL CONSUMER COMPLAINTS:

The Consumer Assistance Program (CAP) provides complaint letter mediation and will contact the business on your behalf in attempt to resolve your complaint.

## RESIDENTIAL CONTRACTORS:

Complainants may file with the Secretary of State's Office of Professional Regulation regarding certain residential contractors. Find out more: <https://sos.vermont.gov/residential-contractors/statutes-rules-resources>

## HOME IMPROVEMENT FRAUD:

If you believe you have been defrauded by a contractor or you paid a contractor for a home improvement project and no work was completed, you may also file a police report of home improvement fraud with your local police department or other law enforcement agency.

*Statements herein are for educational purposes only and are not legal advice.*

# HOME IMPROVEMENT MATTERS



CONSUMER ASSISTANCE PROGRAM  
AGO.VERMONT.GOV/CAP

1-800-649-2424



# FINDING A CONTRACTOR

## RESEARCH

1. Start by reviewing the Attorney General's **Home Improvement Fraud Registry** where you'll find the names of individuals who have been **criminally convicted** in VT of committing home improvement fraud: <https://ago.vermont.gov/cap/home-improvement-fraud-registry>
2. **Check the Secretary of State's website** to verify that the **residential contractor is registered**, as required by Vermont law: <https://sos.vermont.gov/residential-contractors/statutes-rules-resources/#map>
3. **Review complaint history** posted on websites like BBB.org and Yelp.com.
4. **Contact the Consumer Assistance Program (CAP)** and ask if any complaints have been filed against the contractor you are considering.
5. **Ask your friends, neighbors, family, and co-workers** about their home improvement experiences. These individuals are more than just connections; they are resources that can provide contractor references and warnings.
6. **Connect with CAP** at 1-800-649-2424.

## CONTRACT TIPS

1. **Verify insurance.**
2. **Get contracts in writing.**
3. **Pay in increments** rather than full payment.



# AVOID FRAUD

## Don't engage:

- **Door-to-door solicitors**
- **High-pressure sales**
- **Requirements to pay for the entire job in advance**
- **Lack of insurance**

