

Electrical Licensing and Inspection
Minnesota Department of Labor and Industry
443 Lafayette Road North
St. Paul, MN 55155-4342
Phone: (651) 284-5064 Fax: (651) 284-5749
TTY/MRS: (651) 297-4198

COMPLAINT INFORMATION

The Electrical Licensing and Inspection (ELI) unit of the Department of Labor and Industry is writing to acknowledge your request for information regarding submission of a complaint against a person or entity licensed by ELI.

ELI is created by the Minnesota legislature to regulate and enforce the statutes which govern the installation/performance of electrical work. These statutes are collectively called The Minnesota Electrical Act. ELI has also adopted administrative rules related to the Minnesota Electrical Act which are found in Minnesota Rules Chapter 3800. Upon receipt of a complaint against a licensee of ELI, ELI reviews the facts of the case in order to determine whether the licensee has violated The Minnesota Electrical Act or Minnesota Rules Chapter 3800.

ELI is authorized to obtain records. Once facts are gathered, ELI's complaint committee will review the matter thoroughly. They will decide whether there has been a violation which requires action, dismiss the complaint based on a lack of evidence to prove a violation, or refer to another agency if there appears to be a possible violation which does not fall within its authority. To proceed, the complaint must be both jurisdictional and supported by evidence that would convince an administrative law judge or reviewing court that a violation has occurred. ELI does not have the authority to handle fee disputes, personal conflicts, or to award damages.

In their review, the panels are assisted and advised by a representative of the Attorney General's Office.

Disciplinary action taken against specific license holders is available by contacting ELI's office.

COMPLIANT PROCESS

Following is a summarized overview of ELI's complaint registration process for your information.

Step 1:

ELI receives a written complaint and signed waiver authorization against a licensed person or licensed entity. A complainant may remain anonymous, however, depending on the nature of the allegations, this may limit ELI's ability to investigate the allegations.

Step 2:

ELI sends a letter of acknowledgment of the complainant (the person filing the complaint) and a request for a signed waiver if one is needed for the investigation and was not received with the original complaint.

Step 3:

ELI staff will request a written response from the licensed person or licensed entity. In the alternative, ELI initiate an investigation without prior notification to the license holder. Investigations and resolutions by their nature may take a considerable amount of time. If the review or investigation requires a lengthy time period, a status letter is sent to the complainant.

Step 4:

The complaint is reviewed by the complaint committee. If determined non-jurisdictional, the complaint is dismissed by ELI and/or referred to an appropriate state regulatory agency for their review. If a violation is determined, appropriate action is taken. The complainant is notified of the dismissal, referral or any action taken by ELI. Action taken against a licensee may consist of a warning, reprimand, suspension, civil penalty, and in the most severe cases, even revocation of the license.

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COMPLAINT REGISTRATION

SUBJECT OF COMPLAINT

Electrical Licensing and Inspection (ELI) requires the name and address of the licensed person or entity in question. We may be unable to identify the subject of a complaint with only their name.

COMPLAINANT

The person filing a complaint is the complainant. ELI needs your name and address for correspondence and the possible need for additional information. In addition, without this information, we are unable to notify you of the final determination of your complaint.

STATEMENT OF COMPLAINT

Please describe briefly but concisely all the facts pertaining to your complaint. Include relevant names, dates, times, places. Submit with the complaint any documentation (bid documents, invoices, canceled checks, etc.) you may have which supports your complaint. Use additional pages if necessary. You may call this office for assistance in determining whether the allegation is a violation of the Minnesota Electrical Act and the best way to convey your complaint.

SIGNATURE OF COMPLAINANT

Please sign and date the complaint registration form and mail it to the address at the bottom of this letter. Include with the complaint your signed waiver authorization or indicate in the complaint that you wish to remain anonymous.

Remaining anonymous may limit ELI's ability to investigate the allegations and obtain records.

The complaint waiver will permit the ELI to release a copy of the complaint to the license holder for their response to the allegations. It is not legally necessary for you to sign the enclosed waiver; your complaint will be evaluated whether or not you sign.

NOTARIZATION

If this complaint proceeds to a disciplinary hearing, a notarization may be required. You will be notified in writing if this is necessary.

THIS INFORMATION IS PROVIDED PURSUANT TO THE MINNESOTA GOVERNMENT DATA PRACTICE ACT NOTICE.

Please feel free to contact ELI if you have any questions or concerns regarding your complaint.

John A. Schultz
Director

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Waiver Authorization

NOTICE:

The purpose of the waiver authorization is for the Electrical Licensing and Inspection (ELI) unit of the Department of Labor and Industry, its agents, and agents of the Attorney General's Office representing the unit, access to your complaint for the purpose of thoroughly investigating your complaint. Also, to provide access of your complaint to the accused for the purpose of obtaining a response to the allegations.

Under the Minnesota Government Data Practices Act, information given to the ELI or Attorney General's Office as part of an investigation is confidential.

You are not legally required to sign this waiver to release this information. However, refusal to sign the waiver may restrict our ability to investigate your complaint.

In accordance with statutes, rules, and professional standards governing legal actions, investigative information received may in some circumstances be disclosed to certain other person or entities, including the subject of the complaint, the subject's attorney, the Minnesota Office of Administrative Hearings and any reviewing court.

COMPLAINT WAIVER AUTHORIZATION

I hereby agree to permit and authorize the Electrical Licensing and Inspection unit, its agents, and agents of the Attorney General's Office representing the unit and any other entity whose involvement may be deemed necessary, access to my complaint and any related records which may be required for the investigation of this complaint. I also hereby agree to permit and hereby authorize the unit to discuss my complaint with other entities and to use my name and/or my records in any legal proceeding arising out of this matter.

NAME (please print)		NAME OF SUBJECT PERSON OR ENTITY	
ADDRESS			
CITY		STATE	ZIP
COMPLAINANT SIGNATURE		DATE	