

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**

