

From: [AGO - CAP](#)
To: [REDACTED]
Subject: Public Record Act Request 2022-07196
Date: Monday, August 22, 2022 7:28:49 PM
Attachments: [2022-08-18 Ginnetti PRA request.pdf](#)
[2022-08-22 CAP response to Ginnetti w docs 2022-07196.pdf](#)
[2022 08 22 Ginnetti - PRR 2022-07196 - Redacted.pdf](#)

Dear Tricia Ginnetti,

Please see attached in response to your Public Records Act request.

Sincerely,

Crystal Baldwin
Consumer Assistance Program
Office of the Attorney General
Mailing Address:
109 State Street
Montpelier, VT 05609-1001

Consumer Assistance Hotline: 800-649-2424
Email: ago.cap@vermont.gov

SUSANNE R. YOUNG
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STATE OF VERMONT
OFFICE OF THE ATTORNEY GENERAL
CONSUMER ASSISTANCE PROGRAM
109 STATE STREET
MONTPELIER, VT
05609-1001

August 22, 2022

Via email to [REDACTED]

Tricia Ginnetti

[REDACTED]
Ludlow, VT 05149

Re: Public Records Request 2022-07196

Dear Tricia Ginnetti,

I write in response to your Public Records Act request dated August 18, 2022, a copy of which is attached for your convenience.

For records of complaints concerning “a contractor...Todd Galiano AKA Galiano Construction AKA Galiano Custom Builders, 570 Parker Road, East Wallingford, VT 05742 or PO Box 36, Wallingford, VT 05752, todd@galianoconstruction.com.”

The Consumer Assistance Program (CAP) receives consumer complaints via our consumer hotline, standard web form, online scam form, email, and mail. These interactions are recorded as “Complaint Intakes” as well as the “Online Scam Form.” Complaint Intakes have a field labeled “Description”, where staff take notes during phone calls, copy and paste email reports, view webform submissions, or copy and paste transcribed voicemail messages. All fields of the Online Scam Form are searched. To satisfy your request, our office searched “Galiano” in the aforementioned areas and as an entity in our database. This search located two complaints, one of which is the complaint you filed with CAP. In a phone conversation on Friday, August 19, 2022, you further simplified your request to exclude your complaint and to produce a spreadsheet of the one remaining complaint.

Reviewing and redacting a spreadsheet of the one complaint will come to approximately 30 minutes. Note that there is no charge for the first 30 minutes, thus there is no charge for producing the enclosed spreadsheet. The documents pertaining to your request are attached (Attachment “2022 08 22 Ginnetti – PRR 2022-07196_Redacted.pdf”, pages 000001-000003). Personal information has been redacted pursuant to 1 V.S.A. ss 317(c)(7).

To the extent you feel information has been withheld in error, you may appeal to the Deputy Attorney General, Joshua Diamond. Such appeal should be in writing:

Joshua Diamond
Deputy Attorney General
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001

Our office responds to Public Records Act Requests according to the Secretary of State's fee schedule for the rate of other staff time (\$.45 a minute). Should you determine that you would like to obtain the three files of the complaint record, the cost will be \$29.25. We ask that payment is submitted prior to proceeding further with the request. Should you decide that you would like to receive the complaint files, we trust that you will contact our office again.

Thank you for contacting the Vermont Attorney General's Office.

Sincerely,

Crystal Baldwin
Consumer Assistance Program
Office of the Attorney General
State of Vermont

Consumer Assistance Program
Galiano Construction PRR 08.22.2022

Matter #	Matter Name	Opened Date	Trade Code	Subtrade Code	Received Date
2021-04783	(Galiano Construction) CAP	5/24/2021	34 - Home Improvements	34M - Contractor/Builder	5/19/2021

Consumer Assistance Program
Galiano Construction PRR 08.22.2022

Matter #	Matter Summary
2021-04783	<p>Consumer would like business to come to work.</p> <p>HIF concerns, looking for someone to investigate. Worried about retaliation, as says business has record of this. Has tried to run over another individual with their car, and came to consumers house yelling and kicking items on property. Consumer also mentioned there are others suing contractor, including individual in Grand Isle, but has been advised there is no \$ in it, just would be on record. Consumer heard that contractor works with lawyer who has been advising contractor. Contractor has been registering business with SoS, collecting \$, closing business with SoS and then gets away with it -></p> <p>Consumer has been in process of building a house for three years. Hired Todd Galiano as contractor, consumer alleges they walked away from project with only 40% of house complete, total of</p> <p>Consumer called city police to report, said consumer could not file a claim since was not the majority provider/payer -> bank has to. According to consumer, bank is not cooperating. City police also said it did not qualify as HIF, as consumer was building a home not improving. Lawyer of consumer's tried to argue that they were improving land, officer said that didnt apply.</p> <p>consumer has concerns about deck that was built. Deck is 12ft off ground, deemed unsafe by state and was told to either tear down or redo. Hired the subcontractor of 2nd contractor to finish work, found out deck was not attached to house and that if consumer had gone out there they would have died from 20 foot drop.</p>

Consumer Assistance Program
Galiano Construction PRR 08.22.2022

Matter #	Claimed Losses	Business Interaction By	Process Code	Status Code
2021-04783	\$200,000.00	Phone	REG - Complaint sent to business for a response	CAD - Closed Administrative Decision