

4781-11-14 Complaint procedure.

(A) Any person who believes that a manufactured housing dealer or a manufactured housing broker or a manufactured housing salesperson has violated any provision of Chapter 4781. of the Revised Code or the commission rules, may file a verified or unverified written complaint with the commission.

(B) Upon receipt of a written complaint, the commission or its designee shall follow the following procedure:

(1) Send an acknowledgement letter to the complainant and the licensee requesting the licensee to respond to the petition and may request any additional information if necessary.

(2) The executive director of the commission or his or her designee shall review the complaint, to determine if further information or investigation is needed. However, if the written complaint is verified, there shall be an investigation.

(3) The executive director or his or her designee shall report to the commission the facts of the review of the complaint. The commission may take the following action:

(a) Close with no further action;

(b) Refer for further investigation; or

(c) Refer for disciplinary action against a licensee.

(4) The commission or its designee may initiate an investigation inspection of a licensee on its own motion to determine whether the licensee is in compliance with Chapter 4781. of the Revised Code and the rules promulgated thereunder.

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