

Where to Complain

If you have a problem with your home improvement project, first try to resolve it with the contractor. Many disputes can be resolved at this level. Follow any phone conversations with a letter you send by certified mail. Request a return receipt. That's your proof that the company received your letter. Keep a copy of your files.

If you can't get satisfaction, consider contacting the following organizations for further information and help:

>State and local consumer protection offices.

>Your state or local Builders Association and/or Remodelors Council

>Action line and consumer reporters. Check with your local newspaper, TV, and radio stations for contacts

>Local dispute resolution programs