

Complaint concerning a dispute regarding the services performed by your building contractor

If you have hired a contractor to carry out construction work and are dissatisfied with the result, the Régie du bâtiment du Québec (RBQ) can help you settle the dispute.

Step 1: Check whether your situation can be dealt with by the RBQ

If your contractor does not have a licence from the RBQ, or does not have the appropriate licence for the work carried out, it is unlikely that the RBQ will be able to provide assistance. However, you can pursue the case through Québec's court system, for example in small claims court. To combat unlicensed work, you can also inform the RBQ of the situation by completing the Unlicensed work report form.

If your dispute concerns construction work on a new residential building, you should refer to the Guarantee Plan for new residential buildings.

Step 2: Attempt to reach an agreement with your contractor

Before filing a complaint with the RBQ,

- a. Attempt to reach an agreement with your contractor.
- b. If you cannot reach an agreement,
 - check whether your contract includes coverage from a contractors' association and, if so, contact the association directly
 - in other cases, send your contractor a formal notice by registered mail. The formal notice should describe the problem encountered (a summary of the situation) the work you require to be done, based on the clauses of your contract or agreement
 - a reasonable deadline for correcting the problem

If the contractor fails to respond within the deadline, file a complaint with the RBQ.

Step 3: Fill a complaint

Please fill this form and send it to the Direction des relations avec la clientèle of the RBQ:

By mail:

Direction des relations avec la clientèle (DRC)
545, boul. Crémazie Est, 4^e étage
Montréal (Québec) H2M 2V2

By fax:

514 864-2903 or 1 866 315-0106

By email:

drc@rbq.gouv.qc.ca

To complete this form online, please go to the online services at www.rbq.gouv.qc.ca.

1. Transmission by email

The transmission of information via e-mail is not completely secure. E-mail can be intercepted by unauthorized persons. This is why the RBQ recommend to disclose certain personal information by email, such as social insurance numbers or credit card. Similarly, the RBQ will not answer questions by email when the answer requires the transmission of confidential data.

Step 4: How will the RBQ process your complaint?

Once your complaint is filed:

The RBQ will contact your contractor in writing to propose a settlement. The contractor will be given 10 days to communicate with you and to send you a letter (with a certified copy sent to the RBQ) setting out the contractor's position and the measures the contractor intends to take. Any failure to comply by the contractor will be recorded in the contractor's file and may be considered as part of the RBQ's professional assessment and qualification process.

The RBQ will monitor developments as an observer. If no agreement is reached, the RBQ's mission does not allow it to settle the dispute or to rule in favour of one of the parties. The only authorities able to take action at this point are Québec's courts, and you will have to begin legal proceedings.

An inspector from the RBQ may check the conformity of the work on-site, but only in certain circumstances and when the work is covered by Québec's Construction Code (for example, electricity, plumbing, gas or elevator). The inspector may, if necessary, specify the measures that must be taken to ensure the work complies with the regulations. In this case, the RBQ will inform you in writing of the results of its intervention.

1. Your details

*Last name:	*First name:	
*Address (number, street and city):	*Postal code:	
Email address:		
*Telephone number:	Extension:	
Other telephone number:	Extension:	

2. Details of the contractor you are complaining about

*Last name, first name, or name of business:		
RBQ licence number (if known):		
Address (number, street and city):		Postal code:
Telephone number:	Extension:	

3. Address of the location where work has been performed

Address (number, street and city):		Postal code:
Email address:		
Telephone number:	Extension:	

4. Work aimed by your complaint

*What type of work is this?		
<input type="checkbox"/> A new construction	<input type="checkbox"/> Repair or renovation work	<input type="checkbox"/> An expansion
<input type="checkbox"/> Other, specify:		

* The fields preceded by an asterisk (*) are mandatory.

*The work involved:	
<input type="checkbox"/> A single-family dwelling	
<input type="checkbox"/> A multifamily dwelling	Specify the number of apartments:
<input type="checkbox"/> A condominium	Specify the number of condo units:
<input type="checkbox"/> A commercial or business building (offices, retail sale, bank, beauty parlour, etc.)	Specify:
<input type="checkbox"/> An industrial building (plant, garage, warehouse, parking space, etc.)	Specify:
<input type="checkbox"/> An institutional building (hospital, school, residential and long term care center, etc.)	Specify:
<input type="checkbox"/> A civil engineering structure (bridge, viaduct, roadway, etc.)	Specify:
<input type="checkbox"/> Other, specify:	

5. Nature of the work

Please specify the nature of the work. Examples: Plumbing work in bathroom, drywall finishing in basement.

During what period has this work been performed?

*Date of beginning (yyyy-mm-dd):

Date of ending (yyyy-mm-dd):

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6. Description of your complaint

***Please indicate to us the reasons why you are in dispute with your building contractor?**

***Have you filed this complaint also with another organization?**

Yes, specify which organization:

No

<input type="checkbox"/> Yes, specify which organization:
<input type="checkbox"/> No

Print

* The fields preceded by an asterisk (*) are mandatory.