



**3. Narrative.** In order for this complaint to be processed, you must provide a detailed description of the situation that led you to file this complaint. The description should identify the specific section(s) of the Building Code that you allege have been violated. (For example: “*The CSL holder began construction of an addition to a single family dwelling at 10 Main Street prior to applying for a permit, in violation of 780 CMR 5110.1. Inspector Jones issued a stop work order pursuant to 780 CMR 5119.1, but discovered the next day that work was continuing.*”). The Building Code can be found at [www.mass.gov/dps](http://www.mass.gov/dps). **Additionally, you must provide a letter or report from the building inspector, an engineer, or architect citing the Code violations. In the Board’s experience, the vast majority of all viable complaints against CSL holders are accompanied by such a report.** Additional pages may be attached as needed.

Code sections violated: 780 CMR \_\_\_\_\_ 780 CMR \_\_\_\_\_ 780 CMR \_\_\_\_\_ 780 CMR \_\_\_\_\_

**4. Exhibits.** Please attach any documents that you want to have considered as part of this complaint. For example:

- A copy of the building permit application, building permit, inspection reports, documentation on file with the building official, plans, affidavits, and other permits that applied to the project under the supervision of the same contractor.
- Photographs
- Engineering reports
- Contract between homeowner and contractor

**5. Verification.** *I hereby affirm under the pains and penalties of perjury that all the information contained in this complaint package is true and accurate to the best of my knowledge and belief.*

\_\_\_\_\_  
Signature of applicant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed name of applicant

**6. Filing.** Please forward the complaint package to:

Board of Building Regulations and Standards  
CSL Complaint Program  
One Ashburton Place, Room 1301  
Boston, MA 02108