

MANUFACTURED STRUCTURES – COMPLAINT FORM

(Please indicate request type below)

Consumer (homeowner or lessee)
 Dealer/Contractor

Manufacturer
 Installer

Fields marked with an asterisk * are required. Incomplete and illegible forms will be returned.					Today's date
MANUFACTURER					
*Name of manufacturer (see date plate located in furnace/electrical compartment)				*Type of home purchase	
				New	Used
*Manufacturer street (mailing) address (P.O. Box)			*City		*State
					*Zip
*Home serial no.	Manufacturer's contact name		Manufacturer's phone no.		Manufacturer's email address
*Manufacture date	*Type (select one)		*Was complaint sent to manufacturer?		*Date complaint sent to manufacturer
	Single-side	Multi-section	Yes	No	
*Federal construction seal no. (exterior lower left of home)		*State construction seal no. (exterior front door or back of home)			*Independent agency label number (UL1, PFS, NTA, RAD, TRA, etc.)
DEALER/CONTRACTOR					
*Name of dealer			*Was complaint sent to dealer?		*Date complaint sent to dealer
			Yes No		
*Dealer street (mailing) address			*Dealer city		*Dealer state
					*Dealer zip
Dealer contact name			Dealer's email address		Dealer's phone no.
INSTALLER					
*Name of installer			*Installation date	Installer phone no.	*Installation seal no.
COMPLAINANT (HOMEOWNER/LESSEE)					
*Name of complainant			*Complainant phone no.		Complainant email address

*Street address where manufactured structure is located	*City	*State	*Zip
Mailing street address (if different than above)	City	State	Zip
Do you have proof of ownership? Yes No Lessee	Mobile home park name (if applicable)		
*Does owner consent to an inspection, if applicable? Yes No	*Will owner allow repairs to be made to the home, if applicable? Yes No		

NOTICE TO COMPLAINANTS, WITNESSES AND SUBJECTS OF INVESTIGATION

The Minnesota Department of Labor and Industry (“Department”) is seeking information from you which may be considered private or confidential under the Minnesota Government Data Practices Act. Minnesota Statutes Section 13.04, Subdivision 2, requires the Department to notify you of the following matters before you are asked to supply any private or confidential information about yourself:

1. Under Minnesota law, persons requested by the Commissioner of Labor and Industry to provide information or produce documents, apparatus, devices, equipment, or materials as part of an ongoing investigation shall cooperate and respond within the time and in the manner specified by the Commissioner. Failure to do so may result in additional enforcement action by the Department.
2. The information the Department is asking you to provide will be used to investigate, mediate, conciliate, litigate, or otherwise resolve a charge of violating applicable law governed by the Department and to discharge other duties imposed on it by the legislature.
3. If you supply the information requested and it shows a violation of any of the statutes or rules enforced or administered by the Department, then you may be subject to enforcement action by the Department, including an action against your license, if any, and the assessment of monetary penalties.
4. You may refuse to provide the information requested of you. However, the Department may still pursue an enforcement action against you and/or others based on other information discovered and made available to the Department through the course of its investigation.
5. The information that you supply will be accessible to Department staff necessarily involved in this investigation or a related DLI investigation. It may be released to others who have authority to review the information, investigate specific conduct and/or take appropriate legal action, including but not limited to other divisions within the Department, the Office of the Attorney General, law enforcement agencies, courts and other regulatory agencies. The information may also be released by order of a judge. If the Department begins a formal enforcement action in this matter, then your name and the information you supply may become public if the matter proceeds to hearing or a court trial.

AUTHORIZATION FOR RELEASE OF INFORMATION REGARDING COMPLAINT

Your name and other identifying information contained in your complaint are not public. This information will not be voluntarily shared with the subject of the complaint by the Department of Labor and Industry during its investigation unless you specifically authorize the department to do so. The information you provide may also be released to others who have authority to review it, including other individuals within the department, sellers, installers, dealers, contractors, manufacturers, and/or state or federal government agencies involved in the possible correction or resolution of the complaint. While you are not required to provide this authorization, failure to do so may impact the ability of the department to fully investigate your complaint. Do you authorize the department to share your name and the facts contained in your complaint with the subject of your complaint? **You must check Yes or No below.**

YES. I hereby authorize the Department of Labor and Industry to release my name, and all other information, as the complainant to the subject of the complaint for purposes of furthering the underlying investigation. I also authorize the Department of Labor and Industry to release to the subject of the complaint a copy of my complaint and the facts contained therein as the department deems necessary to assist in furthering the course of the investigation.

NO. I do not authorize the Department of Labor and Industry to release my name as the complainant, or a copy of the complaint, to the subject of the complaint. I understand that the department may or may not conduct an investigation of the

matter but will not identify me as the source of the complaint or release a copy of my complaint to the subject of the complaint. I further understand that this may limit the extent of the department's investigation and may impact the outcome of the investigation.

An inspection to determine code compliance may necessitate the removal of permanent parts of the construction, such as interior wall paneling, exterior siding, etc. Such removal will be done by the owner or his agent, not personnel of the Construction Codes and Licensing Division.

Follow-up: The Minnesota Department of Labor and Industry will review the complaint and contact both parties for further information and possible conflict resolution. You will be notified either by email, mail, or phone of any actions taken by the department. For more information on filing a complaint for a manufactured structure, visit the department's website at: <https://www.dli.mn.gov/business/manufactured-structures/consumer-complaints-and-general-information>

Signature of Complainant OR typed name

Printed Name

**Please list each problem separately and attach as a separate page.
Include all supporting documentation.**

Please complete, sign, date, and return this form, with all attachments, by email or mail:

✓ Email: MSconsumercomplaint.DLI@state.mn.us

✓ Mail: Dept. of Labor and Industry, CCLD – Manufactured Structures, 443 Lafayette Rd. No., St. Paul, MN 55155

Questions: Please call (651) 284-5092 or email MSconsumercomplaint.DLI@state.mn.us

For all types of complaints, you must include/attach the following, if applicable:

- All correspondence with individual parties – retailer or manufacturer
- Sales/purchase agreement
- Notice of compliance form (used home sales only)
- Contracts for title/deed
- Listing agreements
- Sale-commission statement (brokered home sale)
- Closing paperwork
- Addendums
- Certificate(s) of insulation disclosure (new home sales only)
- Certificate(s) of health hazard disclosure (new home sales only)
- Certificate(s) of dispute resolution (new home sales only)
- Registration for application for title
- Any other documentation relevant to the sale

For complaints specific to home installation, please **ALSO** include/attach the following, if applicable:

- Installation certificate (support and anchoring)
- Support and anchoring plans (plan and section views) and list all materials employed
- Site specific soils evaluations to the local frost depth or soils reports for/to the same
- Engineered slab designs
- Notice of re-installation above the frost line (used home sales only)
- Drain-waste-vent piping details including systems test verifications for drain-waste-vent and water piping, any other documentation relevant to installation
- Documents that assign specific installation or purchase obligations – “Buyers Obligation Sheets”