

MIAMI-DADE COUNTY PRODUCT CONTROL COMPLAINT FORM

Dear Citizen:

The Product Control Section of Miami-Dade County's Department of Regulatory and Economic Resources investigates complaints against manufacturer's approved products to the Notice of Acceptance (NOA), Laboratory's Certification, Fabricator's Certificate of Competency and the Certification of Listed Products issued by our Office. In order to register your complaint, please complete the enclosed form and return it to our Office. If insufficient space is provided on the complaint form, please use a separate sheet. Do not write on the reverse side of this form.

According to the Miami-Dade County's Quality Assurance Guidelines, manufacturers, fabricators and laboratories must address and document all complaints brought by a Building Official, a Product Control Inspector, a customer or a member of the general public. They are required to investigate the issues related to the complaints and to submit in writing to the Product Control Section the root cause of the problems and what, if any, corrective actions were taken.

Upon receipt of the completed complaint form and accompanying documents, a Product Control Inspector will open a case file and a copy of your complaint will be sent to the appropriate party for a response. Since investigations and cases vary in complexity, duration and priority, a definite time frame cannot be given as to when the complaint process will be completed for any individual case.

Furthermore, because the Statute of Limitations establishes time limits within which you must assert a cause of action in court, please do not delay in consulting with an attorney or initiating any action to preserve your civil remedies in this matter.

We look forward to working with you to help you resolve any product control related issues. Thank you for your cooperation and should you have any questions, please do not hesitate to contact me.



Americo Segura, M.S.
Quality Assurance Unit Supervisor
Product Control Section



