



# Breach of Contract Complaint Form

for Primary Contractors  
(Residential & Small Commercial)

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**Before filling out a complaint**, you may want to read “Resolving Disputes With Your Contractor.”  
<https://www.oregon.gov/CCB/Documents/pdf/resolvingdisputeswithyourcontractor.pdf>

You may also want to view the license of the contractor you are filing against and verify that they hold an endorsement. You can do this at [www.oregon.gov/CCB](http://www.oregon.gov/CCB)

**If you are filing against a residential contractor**, you must first send the contractor *written* notice (pre-complaint) by *certified* mail that you plan to file a complaint. We *cannot* accept your complaint until 30 days after you have mailed this notice. The law requires only that the notice be mailed, not that the contractor receive it. You can use the CCB notice at: [https://www.ccb.state.or.us/PreClaim/preclaim\\_notice.htm](https://www.ccb.state.or.us/PreClaim/preclaim_notice.htm)

**The pre-complaint notice you send to the contractor must have all of the following information in it.**

1. Date
2. Contractor’s Name
3. Contractor’s Address - This must be the address shown in the CCB licensing record. You can get this from our website at [www.oregon.gov/CCB](http://www.oregon.gov/CCB) or by calling us at 503-378-4621.
4. Your letter must state that you intend or plan to file a complaint with the CCB.
5. Your name must be on the letter.

**You will need certain required documents for your complaint.**

- A *Completed* Breach of Contract Complaint form.
- A copy of the pre-complaint notice sent to the contractor.
- A copy of the post office receipt showing that you sent the notice by certified mail.
- All documentation showing a contractual relationship. (example: copy of the contract, invoices, estimates, front & back copy of checks, etc.)

**We can process your complaint more quickly if you:**

- Use only 8 ½ by 11 size paper. Small items should be taped to blank paper. No staples.
- Send legible copies, not originals and if handwritten, use a black ink pen (not pencil).
- Use white or light paper – other colors do not copy well and do not highlight portions of documents.
- Do not submit documents in binders, notebooks, flash drives, or compact discs.
- Do not submit photographs.
- Your complaint must be **received** by the CCB on work involving a **new** structure:
  - Within 14 months from the date the structure was first occupied or two years after substantial completion of the structure, whichever is earlier.
- Your complaint must be **received** by the CCB on work involving an **existing** structure:
  - Within 14 months from the date the contractor substantially completed the work.

Submit your complaint by fax at 503-373-2007, by e-mail at [disputes@ccb.oregon.gov](mailto:disputes@ccb.oregon.gov) or by regular mail to CCB, Attn: Dispute Resolution, PO Box 14140, Salem, OR 97309-5052. If sending by regular mail, please send the complaint at least two weeks before the deadline to ensure timely receipt.

If you need any assistance, either e-mail us at [disputes@ccb.oregon.gov](mailto:disputes@ccb.oregon.gov) or call us at 503-934-2247.

Construction Contractors Board      OFFICE DATE STAMP  
 PO Box 14140  
 Salem, OR 97309-5052

**BREACH OF CONTRACT COMPLAINT**  
 Primary Contractor

THIS SECTION FOR OFFICE USE ONLY		
File Number		
License Dates:		
90 Day Period	License Type	Complaint Type

**1. Person Making Complaint**  
 Name: \_\_\_\_\_

Business Name(if Applicable): \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ County: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Are you a licensed contractor?      If Yes: CCB License #:  
 Yes    No

**2. Complaint Against**  
 Name: \_\_\_\_\_

Company: \_\_\_\_\_ CCB #: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone Numbers with Area Codes: \_\_\_\_\_

Email Address: \_\_\_\_\_

**3. Job Site Address**  
 Street: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ County: \_\_\_\_\_

**5. Nature of Complaint**  
 Complaint by Owner     Construction Lien Filed  
 Complaint by Primary Contractor against Subcontractor  
**NOTE: DO NOT USE THIS FORM** if you are a subcontractor, material/equipment supplier or an employee.

**4. Contract**  
 Oral (Submit checks & invoices to verify contractual relationship)  
 Written (Complete copy of contract must be attached)

Contract Date: \_\_\_\_\_

Total Contract Amount:      \$ \_\_\_\_\_

Total Paid to Contractor:      \$ \_\_\_\_\_

Date Work Started: \_\_\_\_\_

Date Contractor Ceased Work: \_\_\_\_\_

**6. Other Filings** (Check only the boxes that apply)  
 Another CCB complaint has been filed regarding this property.  
 CCB File No.(s): \_\_\_\_\_  
 This issue has been submitted to a court or arbitration for determination or resolution, and the details are attached.

**7. If you are an Owner: Did the contractor give you the following Notices?**  
 Info Notice About Const.Liens?     Yes    No  
 Consumer Protection Notice?       Yes    No  
 Notice of Procedure?                 Yes    No

What work was to be performed under the contract? (Example: build house; install a roof)  
 \_\_\_\_\_

**8. Employees**  
 Were there employees of the contractor on the job during construction?       Yes    No

**For New Home Construction Only**

Date Structure Completed: \_\_\_\_\_

Date of Actual Occupancy: \_\_\_\_\_

**9. Corrections**  
 Has the work been corrected at this time?       Yes    No  
 Have you hired another contractor to correct the work?       Yes    No

**10. Structure Type**       Residential       Small Commercial

**11. Pre-Complaint Notice**      You MUST include a copy of the notice and proof of certified mailing.      **Date Mailed:** \_\_\_\_\_

RETURN ALL PAGES TO CONSTRUCTION CONTRACTORS BOARD  
**DO NOT SEND PROCESSING FEE WITH THIS FORM**

