



General Assembly

Substitute Bill No. 188

February Session, 2010

* SB00188GAE 041510 *

AN ACT ESTABLISHING UNIFORM PROCEDURES REGARDING NEW HOME CONSTRUCTION CONTRACTOR AND HOME IMPROVEMENT CONTRACTOR AND SALESMAN-RELATED COMPLAINTS.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. (NEW) (*Effective from passage*) (a) For purposes of this
2 section: (1) "Commissioner" means the Commissioner of Consumer
3 Protection or the commissioner's duly authorized representative, and
4 (2) "department" means the Department of Consumer Protection.

5 (b) Any person may file a written complaint with the department
6 concerning the work or practices of a person: (1) Registered as a new
7 home construction contractor pursuant to chapter 399a of the general
8 statutes, (2) registered as a home improvement contractor or salesman
9 pursuant to chapter 400 of the general statutes, or (3) who is not
10 registered pursuant to said chapters but has performed work or acted
11 in a manner that requires registration with the department pursuant to
12 said chapters.

13 (c) The commissioner shall study measures to improve the process
14 the department utilizes for accepting, processing and reporting to the
15 public complaints the department receives under subsection (b) of this
16 section. Such measures may include (1) creating subsets of closed
17 complaints related to serious violations of law or regulations or
18 patterns of other complaints against a contractor or individual, (2)

19 determining which subsets of closed complaints are made available to
20 the public via the department's Internet web site, (3) determining how
21 long complaints remain posted and available to the public via the
22 department's Internet web site, (4) creating improved notices or
23 disclosures to the public on how to search for contractors and interpret
24 complaints posted on the department's Internet web site, (5) adding
25 information to the department's complaint database to better explain
26 to the public complaints received by the department, responses from
27 contractors to such complaints and resolutions of such complaints, and
28 (6) any other changes to the department's complaint handling and
29 disclosure procedures deemed appropriate by the commissioner.

30 (d) Not later than December 31, 2010, the commissioner shall submit
31 a report on the department's findings and progress regarding
32 measures described in subsection (c) of this section to the joint
33 standing committee of the General Assembly having cognizance of
34 matters relating to consumer protection, in accordance with the
35 provisions of section 11-4a of the general statutes.

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>from passage</i>	New section

GL *Joint Favorable Subst.*

GAE *Joint Favorable*