

4781-11-14

Complaint procedure and investigation initiation.

- (A) Any person who believes that a manufactured housing dealer, a manufactured housing broker, a manufactured housing salesperson, or any unlicensed person has violated any provision of Chapter 4781. of the Revised Code or the division of real estate and professional licensing rules, may file a written complaint with the division.
- (B) The superintendent may, upon the superintendent's own motion, investigate any license holder or unlicensed person for alleged violations of Chapter 4781. of the Revised Code or the division rules. Upon receipt of a written complaint, or upon the superintendent's own motion, the division shall:
- (1) Review the complaint to determine jurisdiction and if further information or investigation is needed.
 - (2) If the division has jurisdiction of the alleged violation, send an acknowledgment letter to the complainant and the respondent requesting the respondent to provide a response to the complaint and submit any additional information the respondent believes relevant and/or necessary.
 - (3) Investigate the complaint to determine if a charge for violating Chapter 4781. of the Revised Code or the division rules meets the division's burden of proof.
 - (4) Provide the superintendent or superintendent's designee with an investigative report detailing the facts of the complaint and investigation. The superintendent may take the following action:
 - (a) Close with no further action;
 - (b) Return for further investigation;
 - (c) Issue an advisory letter;
 - (d) Order disciplinary action against a licensee; or
 - (e) Order a civil penalty against an unlicensed person.
 - (5) The superintendent on the superintendent's own motion, may initiate an investigation inspection of a licensee to determine whether the licensee is in compliance with Chapter 4781. of the Revised Code and the rules promulgated thereunder.

Replaces: 4781-11-13, 4781-11-14

Effective:

Five Year Review (FYR) Dates:

Certification

Date

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