

Arkansas Manufactured Home Commission Arkansas Department of Labor & Licensing

900 West Capitol, Suite 400, Little Rock, AR 72201

501-324-9032 (O) * 501-683-3538 (F) * <u>AMHC@Arkansas.gov</u>

AMHC Consumer Complaint Form (Please Type or Print)

OFFICE USE ONLY			
CC#			
Reg #			

Homeowner's Name		Is Physical Address	Same as Mailing Yes □ No □	
Mailing Address		Physical Address		
City, State, Zip		City, State, Zip		
Phone Number				
	Home	Work	Cell	
Email			STATE	SAA:
				·
Date Manufactured		AMHC Decal #		
Unit Serial #		Installation Date		
HUD Label #		Inspection Date		
Date Purchased		Purchased	☐ New	□ Used
Is this a Secondary	□ Yes □ No	If Yes, Date of		
Move (Check One)		Move		
Manufacturer's Name		AMHC License #		
Mailing Address		Physical Address		
City, State, Zip		City, State, Zip		
Phone Number		Fax Number		
Email				
	_			
Retailer's Name		AMHC License #		
Mailing Address		Physical Address		
City, State, Zip		City, State, Zip		
Phone Number		Fax Number		
Email				
Installer's Name		AMHC License #		
Mailing Address		Physical Address		
City, State, Zip		City, State, Zip		
Phone Number		Fax Number		
Email				
AMHC Staff Notes				
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Items of Complaint (Be Brief, But Specific)

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AMHC Consumer Complaint Process

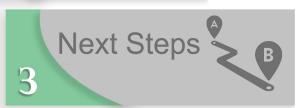
A. Monitoring



All complaints received are forwarded to the parties involved. Within twenty working days, this agency will have communicated with these parties to discuss potential methods of resolution.



Following those discussions, this agency will follow-up with the complainant to monitor progress.



Conclusion of the complaint, monitoring of scheduled work, or an on-site dispute resolution inspection may be scheduled.

B. Dispute Resolution



Inspections are conducted, in cooperation with the parties involved, to determine and assign responsibilities in accordance with applicable standards and rules.



This agency will produce a report describing its observations, assign responsibilities, and establish a timeline for completion.



This agency will monitor progress until the assigned responsibilities are resolved.