



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) * AMHC@Arkansas.gov

OFFICE USE ONLY

CC # _____
Reg # _____

AMHC CONSUMER COMPLAINT FORM (PLEASE TYPE OR PRINT)

Homeowner's Name	Is Physical Address Same as Mailing Yes <input type="checkbox"/> No <input type="checkbox"/>
Mailing Address	Physical Address
City State AR Zip Code	City State AR Zip Code
Telephone (Home) (Work) (Cell)	
Email:	STATE SAA:

Manufacturer Name	AMHC License # M-
Address	
City State Zip Code	
Phone Fax	
Email	

Retailer Name	AMHC License # R/IR-
Address	
City State Zip Code	
Phone Fax	
Email	

Installer Name	AMHC License # I-
Address	
City State Zip Code	
Phone Fax	
Email	

(See Compliance Certificate) Date Manufactured	AMHC DCL #:
Unit Serial Number	INSTALL DATE:
HUD Label Number HUD Label Number	INSPECT DATE:

Date Purchased	Purchased Home New <input type="checkbox"/> Used <input type="checkbox"/> (Check One)
Is this a secondary move? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If yes, date of move	

AMHC STAFF NOTES:



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Items of Complaint:

List each item separately, Be brief by specific

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Signature _____

Date _____

(Feel free to copy page)




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Consumer Complaint Form


A. Monitoring

1 Receipt of Complaint 

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.

2 Follow-Up 

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

3 Next Steps 

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


B. Dispute Resolution

1 Inspect 

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

2 Report 

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

3 Conclusion 

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