



ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

REGISTRAR OF CONTRACTORS

Resolving Construction Contractor Complaints Faster

The Registrar of Contractors needed on average between 100 and 150 days to investigate complaints filed against licensed contractors or unlicensed entities as of March 2015. After analyzing its complaint process, the agency adopted a structured complaint process and timeline to reduce waste and delay. As a result, the **agency now averages a sustainable 40 days or less to close a complaint investigation** for both licensed and unlicensed activities. Faster resolutions result in a quicker determination of issues regarding the direction and outcome of a complaint for both the contractor and citizen who filed the complaint.

