AUTHENTICATED,
OHIO LEGISLATIVE SERVICE
COMMISSION
DOCUMENT #542124

# Ohio Administrative Code

## Rule 4781-11-14 Complaint procedure.

Effective: November 12, 2026

(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 division 4781 of the Administrative Code, may file a written complaint with the division.

(B) Upon receipt of a written complaint, the division will follow the following procedure:

(1) If the division has jurisdiction, the division will send an acknowledgement letter to the complainant and the licensee requesting the licensee to respond to the complaint and provide any additional information if necessary. The division will send notification to the complainant if the division does not have jurisdiction.

(2) The division will conduct an investigation.

(3) The division will report to the superintendent the facts of the investigation. The superintendent may take the following action:

(a) Close with no further action;

(b) Refer for further investigation; or

(c) Issue an advisory letter; or

(d) Refer to a prosecutor.

(4) The superintendent may initiate an investigation inspection of a licensee on its own motion to determine whether the licensee is in compliance with Chapter 4781. of the Revised Code and the rules promulgated thereunder.