Florida Department of Agriculture and Consumer Services

Pest Control - Compliance Assistance and Filing Complaints

A Guide for Residential Homeowners

Bureau of Inspection and Incident Response
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The Bureau of Inspection and Incident Response routinely perform inspections to assure compliance with pest control, pesticide use, and feed, seed and fertilizer regulations.

The bureau investigates consumer complaints in these areas, and can also provide information to consumers who are concerned that providers of pest control services may not be in compliance with requirements or who are uncertain about what they are being told is necessary for pest control.

If a consumer is uncertain whether a pest control company is operating properly or needs information as to pest control requirements, the department can perform a “Compliance Assistance” visit. During a CA visit, the inspector will gather information and determine if the services provided are in compliance with requirements and provide information to the consumer on normal/customary practices.

A Compliance Assistance visit is appropriate when the consumer is uncomfortable about the service or contract being offered, but it is not apparent that a violation of requirements has occurred. A Compliance Assistance visit will provide information to the consumer and will determine whether services are in compliance with requirements.

If there is a possibility that a violation of requirements has occurred, the department will conduct a “For Cause” complaint investigation. These are initiated when the consumer has filed a written complaint.

It is possible for a for cause complaint to be handled as a compliance assistance and vice-versa, at the discretion of the inspector.

The agency may take disciplinary action against the licensee in either situation, if warranted.

To file a complaint, or request a compliance assistance visit, consumers should call the bureau at 850-617-7996 or email the bureau at biircomplaints@freshfromflorida.com. Contact and case information will be collected by a case referral officer. If necessary, a complaint form will be mailed to the consumer to complete and return to the bureau, or, in some time critical cases, the field inspector will bring a complaint form with them for a consumer to complete.

Please remember that this bureau has no authority to arbitrate or to adjudicate any consumer complaint. The bureau investigates consumer complaints to determine compliance with regulations.