

How to File a Complaint & Check the Status

8/8/25

How to File A Complaint (see page 15 for instructions on How to Check the Status)

- Go to our website and Click Complaints



- Click File a Complaint



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- Click File a Complaint to start the complaint process

Alabama Board of Professional Engineers and Land Surveyors Licensing Portal

License Search Certificate of Authorization Search **File a Complaint**

Individual Applicants

[Register as a new Applicant](#)

To Submit an application to become a Professional Engineer, Engineer Intern, Professional Land Surveyor or Land Surveyor Intern

Go to login and put in your User ID to:

- Renew an existing PE or PLS License
- Check on the status of an application
- Update personal information

Companies

[Register a new Company](#)

To Submit an application for a Certificate of Authorization

Go to login and put in your User ID to:

- Renew an existing Certificate of Authorization
- Amend an existing Certificate of Authorization
- Update Contact information

Login

License Type and Number works best as your User ID.
Enter your license type in front of your license or CA number and your Password to log in. Example below:

- PE12345 or PLS12345
- EI12345 or LSI12345
- ECA12345 or LSCA12345

User ID or Email

Password

[Forgot your password?](#)

Remember me [Login](#)

PLEASE DO NOT CREATE A NEW ACCOUNT IF YOU ARE ALREADY LICENSED OR HAVE STARTED AN APPLICATION. Instead request a password to the new site by clicking [here](#).

- Click Next

File a complaint ✕

In order to file a complaint you must login, please enter your email.

Enter your email address:

[Next](#)

- Click Register Now

File a complaint ✕

In order to file a complaint you must login, please enter your email.

Email:
janedoe@test.com

You will need to create an account before filing a complaint. Click below to register.

[Back](#) [Register Now](#)

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- Enter your email, name, contact information and set up a password if you have never filed a complaint before.

Register for an Account

If you already have an account as a Licensee, or have filed a complaint in the past, then please [click here to login](#). You will automatically begin the complaint process after logging in.
If this is your first complaint, please complete this registration process first. We require an email address so that we can contact you for more information, if needed.

Login Information

Email*: Password*:
Confirm Email*: Confirm Password*:

Account Information


Title: Home Address*
First Name*: Line 1*:
Middle Name: Line 2*:
Last Name*: Line 3*:
Suffix: City*:
Home Phone*: State:
Zip/Postal Code:
Country*:
Province:

Cancel

- You will get an email to confirm your email address. Click the link in the email (**easiest**) or you can do manual and enter the confirmation code.

BELS: Registration Confirmation

 BELS@learningbuilder.net
To:   Kelly, Bonnie

[Reply](#) [Reply All](#) [Forward](#) 

Thu 8/12/2021 12:27



Dear Max Doe,

Thank you for your BELS account registration. Please click this [link](#) to confirm your email and activate your account:
<https://bels.learningbuilder.com/Public/Registration/AutoConfirmEmail?id=4067&code=NUZBBKDPXALOK>

If you prefer, you may navigate to this page manually.

1. Go to <https://bels.learningbuilder.com/Public/Registration/ConfirmEmail?id=4067>
2. Enter Confirmation Code: NUZBBKDPXALOK

If you received this email in error, please disregard it.

Thank you,

Alabama Board of Licensure for Professional Engineers and Land Surveyors

<https://bels.alabama.gov>

PLEASE DO NOT REPLY TO THIS MESSAGE

All replies are automatically deleted. For questions regarding this message, refer to the contact information listed or go to our website under Staff to contact the appropriate individual.

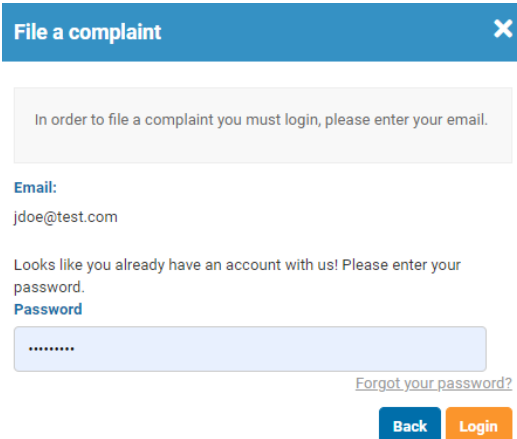
Confidential Notice: This email, including attachments, may include confidential and/or proprietary information, and may be used only by the person or entity to which it is addressed. If the reader of this email is not the intended recipient or his or her authorized agent, the reader is hereby notified that any dissemination, distribution or copying of this email is prohibited. If you have received this email in error, please notify the sender by replying to this message and delete this email immediately.

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The screenshot shows the BELS (Alabama Board for Engineers & Land Surveyors) website. At the top left is the BELS logo. At the top right is a 'Login' button. The main content area is titled 'Email Confirmation'. It contains the following text: 'Please check your email for your email confirmation code and enter it here to confirm your identity.' Below this is a note: 'If you do not receive an e-mail within a few minutes, please check your spam filters or Junk e-mail folders. Please add the e-mail address: info@bels.alabama.gov to your "Safe Senders" list to ensure you are able to receive e-mails from the system.' There is a text input field for the 'Confirmation Code'. At the bottom left of the form are 'Cancel' and 'Continue' buttons.

- If you have previously filed a complaint or if you are a licensee, you will get the below message. You will need to login using the password to you BELS account that's already established (**BELS cannot see your password, nor reset it. If you need it reset, you need to go to the instructions under Licensees, How To**). Click Login.



The screenshot shows a modal window titled 'File a complaint' with a close button (X). The message inside reads: 'In order to file a complaint you must login, please enter your email.' Below this, the 'Email:' field is populated with 'jdoe@test.com'. A message follows: 'Looks like you already have an account with us! Please enter your password.' The 'Password' field is shown with a masked input (dots). To the right of the password field is a link: 'Forgot your password?'. At the bottom right are 'Back' and 'Login' buttons.

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Subject

- Select who you are making the complaint on (Licensed Individual, Unlicensed Individual, Licensed Company, Unlicensed Company) and Click Continue

Complaint: Identify Subject ✕

Complaints: Must be filed within two years of the date the violation occurred or within two years of the date of the discovery of the violation, but no later than 10 years from the date of the violation. Violations caused by fraud, deceit, or concealment are not subject to the 10-year time limitation. **A separate complaint must be filed on each individual or firm. You cannot combine multiple individuals and firms into 1 complaint.**

You can only file a complaint against a Licensed Company or Unlicensed Company if it is for not having a Certificate of Authorization or no branch office on the Certificate of Authorization. If you a filing for fraud, deceit, concealment, errors in design or survey, you MUST file the complaint against an individual. If you file incorrectly, you will be asked to refile the complaint.

Board Powers: Title 34, Chapter 11 of the Code of Alabama grants the Board the power to reprimand, censure, place on probation, or fine (up to \$5,000 per violation) any licensee, intern or certificated firm found guilty of violations of the Chapter or the Rules of the Board. It also authorizes the Board to assess a civil penalty (up to \$5,000 per violation) to any un-licensed person or un-certificated firm found guilty of violations of the Chapter.

Property Boundary Line Disputes: The Board has no jurisdiction over property boundary line issues. This type of complaint should be submitted to the appropriate court system.

Restitution: The Board cannot require individuals or firms to provide restitution. Matters regarding restitution should be submitted to the appropriate court system.

Litigation: Complaints submitted for investigation that involve matters that have also been presented to a court for action may or may not be placed on hold pending the outcome of the litigation. The Board will make the determination on a case by case basis; however, any complaint that concerns an on-going situation that immediately adversely impacts the public health, safety or welfare will not be placed on hold.

In order to safeguard life, health and property, and to promote the public welfare, the Board is responsible for issuing certificates of licensure to qualified professional engineers and professional land surveyors. It is also responsible for enforcing the licensure law and the rules of professional conduct as they apply to the practice of engineering and land surveying. The Board can take enforcement action against licensees or against individuals not licensed who are offering or performing engineering or land surveying services. Actions involving the un-licensed practice of engineering or surveying can also be referred to the local district attorney for criminal prosecution.

The Board has the power to reprimand, censure, place on probation or fine any licensee, certified intern, corporation, partnership, or firm. It can also suspend, refuse to renew, or revoke the certificate of licensure of any licensee or certified intern, or the certificate of authorization of a corporation, partnership, or firm. The Board may assess a civil penalty against any non-licensed person, corporation, or other entity found guilty of violating the provisions of the Licensure Law and the Administrative Code.

You may call the board office at 334-242-5568 to inquire if there has been any enforcement actions taken against an individual or company and what those actions have been. The license search of this web page will identify if there has been any formal disciplinary action taken against someone.

The Board must depend in large on reports from the public, engineering professionals, and land surveying professionals to help regulate the practices of engineering and land surveying in the state

More information can be found on the [BELS website](#)

What kind of Licensee is this Complaint about?*

Select Complaint Subject Type

- Licensed Individual
- Unlicensed Individual
- Licensed Company
- Unlicensed Company

Finish Later Continue

Note: Complaints that concern fraud, deceit, concealment or errors in design or survey MUST be filed against an individual. It cannot be filed against a company.

Please fix the following error(s):

- Warning: If you want to file a complaint that concerns fraud, deceit, concealment or errors in design or survey, it must be filed against an individual, not a company. Change the Subject Type to Individual.

Ignore Warning(s) and Continue

What kind of Licensee is this Complaint about?*

Licensed Individual

Warning: If you want to file a complaint that concerns fraud, deceit, concealment or errors in design or survey, it must be filed against an individual, not a company. Change the Subject Type to Individual.

Warning: If you want to file a complaint that concerns fraud, deceit, concealment or errors in design or survey, it must be filed against an individual, not a company. Change the Subject Type to Individual.

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- Shows the refined/filtered list of licensees. Works the same for companies.

The screenshot shows a web form titled "Complaint: Subject Details". At the top, there is a blue header with the title and a close button. Below the header is a grey box with the text "Explain more about this". The main section is titled "Select the Licensed Individual (type to refine list):". A search input field contains the letter "M". Below the search field is a list of search results for individuals with the name "M":

- Baldwina Combs (Engineer Intern EI1)
- Baldwina Combs (Land Surveyor Intern LS11)
- Baldwina Combs (Professional Engineer PE456789)
- Baldwina Combs (Professional Land Surveyor test@test.com)
- Joseph Schmoe (Professional Land Surveyor MrSchmoe@email.com)
- Mickey Mouse (Engineer Intern EI2)
- Mickey Mouse (Land Surveyor Intern LS12)
- Mickey Mouse (Professional Engineer P.E. - 4)
- Mickey Mouse (Professional Land Surveyor mousetest@test.com)
- Monica Geller (Professional Engineer P.E. - 3)


Below the list, it says "10 matches found for M". There is a text input field labeled "Person(s) you complained to:". At the bottom, there is a dropdown menu labeled "Have you entered litigation regarding this matter?*" with the option "Select: Complaint Litigation". At the very bottom, there are four buttons: "Back", "Finish Later", "Cancel", and "Continue".

Unlicensed Individual

- If you selected an unlicensed individual or unlicensed company, you will -
 - Type the name of the unlicensed individual or unlicensed company
 - Enter the Address of the unlicensed individual or unlicensed company
 - Enter the Email address of the unlicensed individual or unlicensed company
 - Enter the Phone number of the unlicensed company
 - Select Yes or No if you made a complaint to the Subject
 - Enter any person(s) complained to
 - Select Yes or No if litigation has been entered into
- Click Continue

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Complaint: Subject Details ✕



Enter the Unlicensed Individual's Name*:

Unlicensed Individual's address*:

Unlicensed Individual's email address:

Unlicensed Individual's Phone Number:


Did you make a complaint to the Subject Involved?*

Person(s) you complained to:

Have you entered litigation regarding this matter?*

Unlicensed Company

Complaint: Subject Details ✕



Enter the Unlicensed Company Name*:

Unlicensed Company address*:

Unlicensed Company email address:

Unlicensed Company Phone Number:

Did you make a complaint to the Subject Involved?*

Person(s) you complained to:

Have you entered litigation regarding this matter?*

Complaint Details

- Enter –
 - Select the Violation Type
 - **For Individual** (Unlicensed Practice, Unethical Conduct, Errors in Design or Survey or Fraud, Deceit, Concealment)
 - **For Company** (No Certificate of Authorization, No Branch Office, Unethical Conduct, or Fraud, Deceit, Concealment)
 - Violation Date (must be within 2 years of the date of the violation and not later than 10 from the date of violation)
 - Enter the Discovery Date (must be within 2 years of the date of discovery and not later than 10 from the date of violation)
 - Violation Address
 - Summary of the Complaint (**be specific as possible**)
- Click Next

Complaint: Complaint Details: Complaint Details [X]

Complaints must be filed within two years of the date the violation occurred or within two years of the date of the discovery of the violation, but no later than 10 years from the date of the violation. Violations caused by fraud, deceit, or concealment are not subject to the 10-year time limitation.

Complaint Details

Provide the date when the violation occurred, address where the violation occurred and a detailed summary of your complaint.

Violation Type*: Select Complaint - Company Violation Type

Violation Date*: MM/DD/YYYY

Discovery Date*: MM/DD/YYYY

Violation Address*: e.g. 123 Somewhere Street, Yourcity, VA 12345

Summary of Complaint*:

[Rich Text Editor with Format menu]

< Previous **Next >**

Back Cancel Save Submit Complaint

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- You will get an error if you are outside the statute of limitations of when a complaint can be investigated

Complaint: Complaint Details: Complaint Details ✕

Please fix the following error(s):

- This complaint is outside the statute of limitations and a complaint cannot be filed.

Complaint Details

Provide the date when the violation occurred, address where the violation occurred and a detailed summary of your complaint.

Supporting Documentation >

Witnesses >

Affidavit >

Violation Type*: Unethical Conduct ✕ ▾

Violation Date*: 08/01/2018

Discovery Date*: 08/01/2018

Supporting Documentation

- Click View/Modify Supporting Documentation

Complaint: Complaint Details: Supporting Documentation ✕

Complaints must be filed within two years of the date the violation occurred or within two years of the date of the discovery of the violation, but no later than 10 years from the date of the violation. Violations caused by fraud, deceit, or concealment are not subject to the 10-year time limitation. ⚙️

Complaint Details >

Supporting Documentation

Witnesses >

Affidavit >

Please provide supporting documentation in the fields below that you feel will aid the investigation of this complaint (cancelled check, contract, survey plats, deed descriptions, pictures, design plans, email or written correspondence with the subject, etc). You can add a PDF, pictures, word document. **Max file size for upload is 24mb per upload.**

Supporting Documentation: No items were found. [View / Modify Supporting Documentation](#)

< Previous Next >

Back Cancel Save Submit Complaint

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- Click Add Supporting Documentation (Orange Button)

Supporting Documentation Return to: [Return to Complaint Details](#)

Complaint - Supporting Documentation

Current Step: Complaint Details Status: You have 0 incomplete Supporting Documentation

Use this section to add or edit supporting documentation

[Add Supporting Documentation](#)

Status	Description	Supporting Documentation	Link to Supporting Documentation
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- Enter –
 - Description of the document you are submitting
 - Upload Document
 - Link to Supporting Documentation (could be a website)
- Click Save and Close

Complaint - Supporting Documentation: Add Supporting Documentation ✕

Description of Supporting Documentation Provided*:

Upload Supporting Documentation:

Link to Supporting Documentation:

- Shows the document you added. You would continue to Click Add Supporting Documentation till you have uploaded all your documents.
- If you need to edit what you've uploaded, you need to hit the 3 dots (...) and Click Edit.
- Once you've finished, you would Click Return to Complaint Details (in the upper right-hand corner)

Supporting Documentation Return to: [Return to Complaint Details](#)

Complaint - Supporting Documentation

Current Step: Complaint Details Status: You have 0 incomplete Supporting Documentation

Use this section to add or edit supporting documentation

[Add Supporting Documentation](#)

Status	Description	Supporting Documentation	Link to Supporting Documentation
1 <input type="button" value="Added"/> <input type="button" value="Edit"/> <input type="button" value="More"/>	Paid Receipt for Services	PayStub.pdf	

Witnesses (not required to submit witnesses)

- Click View/Modify Witnesses

Complaint: Complaint Details: Witnesses

Complaints: Must be filed within two years of the date the violation occurred or within two years of the date of the discovery of the violation, but no later than 10 years from the date of the violation. Violations caused by fraud, deceit, or concealment are not subject to the 10-year time limitation.

Complaint Details >

Supporting Documentation >

Witnesses

Affidavit >

Witness statements are not required, but if there are any witnesses to this complaint, enter their information here.

0 Witnesses: No items were found. [View / Modify Witnesses](#)

< Previous Next >

Back Cancel Save Submit Complaint

- Enter –
 - Witness name
 - Witness Address
 - Witness Email (if you know it)
 - Witness Phone Number (if you know it)
 - Witness Notes

- Click Submit

Witness: Add Witness Details

Witness Name*:

Witness Address*:

Witness Email:

Witness Phone Number:

Witness Notes:

Format

Finish Later Cancel Submit

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- Shows the witnesses you added. You would continue to Click Add Witness till you have entered all your witnesses.
- Once you've finished, you would Click Return to Complaint Details (in the upper right-hand corner)

Witnesses

Return to: Return to Complaint Details

Witness

Current Step: Complaint Details Status: You have 0 incomplete Witnesses

Use this section to add Witness information to support this Complaint.

Status	Witness Name	Witness Email	Witness Phone Number	Witness Address	Witness Notes
1	John Doe	joe@test.com	343-456-7890	123 Yale Dr, Alexandria, VA 22314-4737	

Review Witness Statement Add Witness

Affidavit

- Type your name and Click Submit Complaint

Complaint: Complaint Details: Affidavit

Complaints must be filed within two years of the date the violation occurred or within two years of the date of the discovery of the violation, but no later than 10 years from the date of the violation. Violations caused by fraud, deceit, or concealment are not subject to the 10-year time limitation.

Complaint Details >

Supporting Documentation >

Witnesses >

Affidavit

My signature indicates I understand this matter may involve a formal proceeding at which I may be required to testify. I request the Board accept this complaint as a matter within its jurisdiction.

Legally, an Electronic Signature is any symbol executed or adopted by a person with intent to sign the record. By putting your name or any other characters in the electronic signature box you are showing your intention to sign the document.

Physical Address for Correspondence*: 100 N Union St, Alexandria, VA 22314-3244

Signature*: John Doe

< Previous Next >

Back Cancel Save Submit Complaint

- If you have provided all the information you wish to submit, Click Ok or Cancel if you want to add more information

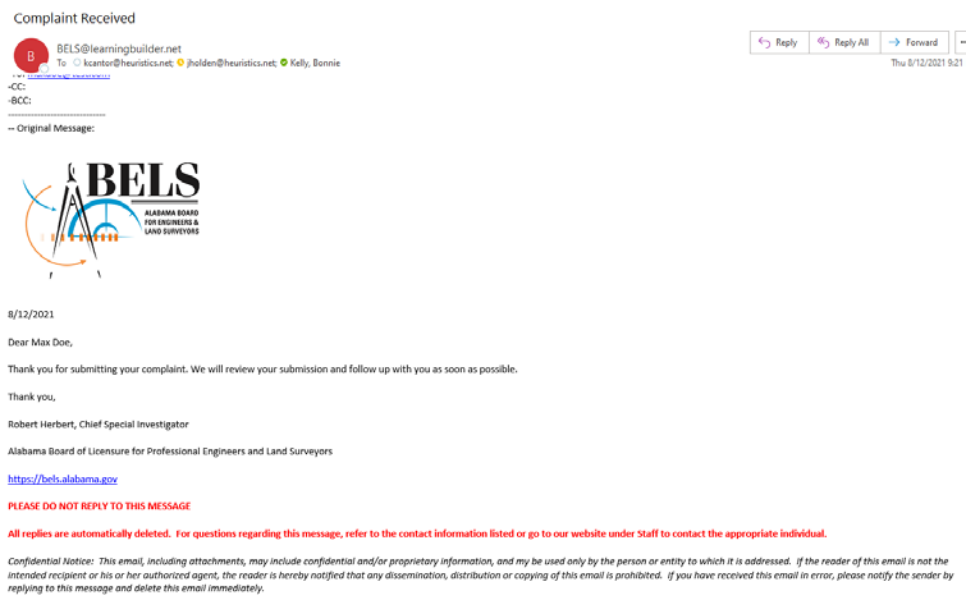
Are you sure?

Are you sure you have provided all the information you wish to submit?

Cancel OK

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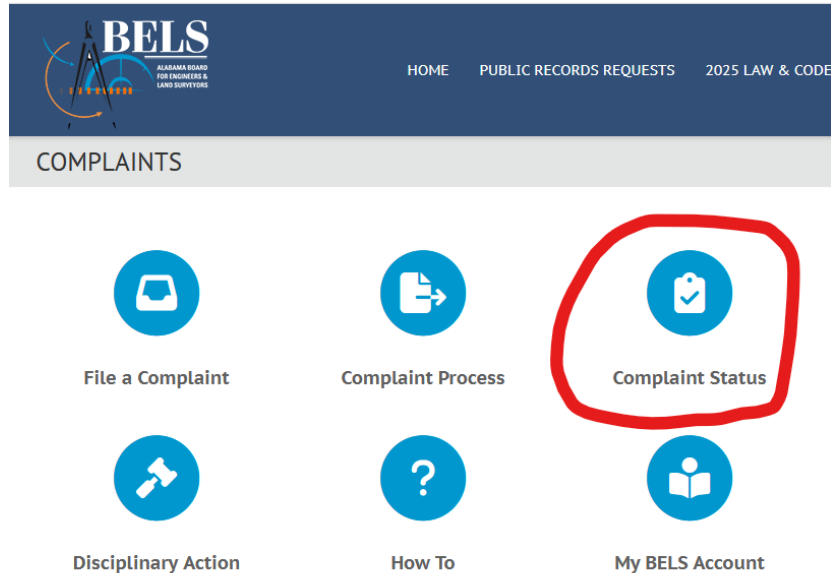
- You will get an email letting you know your complaint has been submitted.



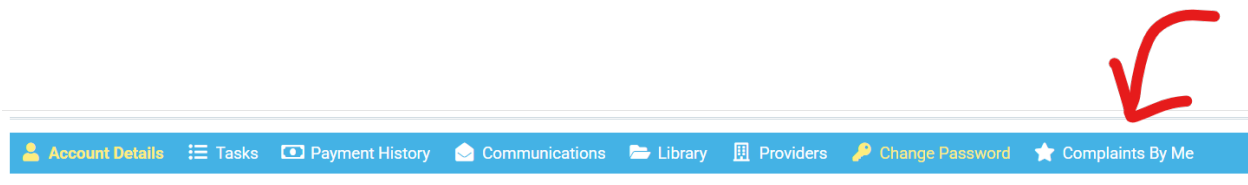
- Once your complaint has the initial Intake Review, if it is accepted you will get an email letting you know your complaint has been assigned to an investigator with their contact information.

How to Check the Status of Your Complaint

- At any time, you can check the status of the complaint. Go to the website under Complaints and Complaint Status



- Login into your BELS account and Click Complaints by Me



- You would see a list of all the complaints you filed and the different stages of status. If you have forgotten who the investigator was or how to get in touch with them, Click the Tablet Icon next to the Status.

Complaints Created By Me

This Activity Instance Search page displays the Complaints that you have created.

Showing Records 1 to 4 of 4

Type	Complainant	Respondent Type	Respondent	Violation Date	Submission Date	
Complaint	[REDACTED]	Licensed Individual				Providing Subject Details [Tablet Icon] [More Icon]
Complaint	[REDACTED]	Licensed Individual				Abandoned [Tablet Icon] [More Icon]
Complaint	[REDACTED]	Licensed Company				Abandoned [Tablet Icon] [More Icon]
Complaint	[REDACTED]	Unlicensed Company	ABC Company	8/8/2025 12:00:00 AM	8/8/2025 12:00:00 AM	Intake Review [Tablet Icon] [More Icon]

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- You will see the information you submitted about your complaint, the case number and the investigator assigned to your case and their email address.



Complaint	
Detail	Summary
Printer Friendly	
Violation Date	8/2/2021
Submission Date	8/16/2021
Complaint Description	My septic system that he designed failed
Case Number	2021 - 12
Investigator Name	William Hamil (william.hamil@bels.alabama.gov)

Status Explanation

Intake Review – your complaint has been submitted and is in the intake review process to determine if your complaint can be accepted.

In Investigation – your complaint has been accepted and assigned to an investigator and they will be in touch with you about your complaint.

Chief Investigator Review – the investigation is being reviewed by the Chief Investigator to ensure all parts of the investigation have been completed before it is sent to the Investigative Committee.

Investigative Committee – the committee reviews the investigation to determine if there is probable cause to send it to the Board for review.

Board Review – the Board reviews the investigation and determines what action to take based on the Investigative Committee's recommendation.

Abandoned – means you cancelled the complaint or the complaint was never completed and it automatically closed