

Grievance & Complaint Resources

State of Alaska Contacts

- **Investigations**

- The Division investigates matters pertaining to business licenses, endorsements, and licensed professionals. If a business is operating without a business license, improperly licensed, or without the required endorsement, they may be able to assist you.

(907) 269-8124

- **Consumer Protection**

- The Consumer Protection Unit of the Attorney General's Office investigates unfair or deceptive business practices and files legal actions on behalf of the State of Alaska to stop such practices. The Consumer Protection Unit also engages in informal mediation of consumer complaints.

(907) 269-5200

Under Alaska Statutes §§ 09.45.881–09.45.899, also referred to as the “Action for Dwelling Design, Construction or Remodeling Claims,” the law specifies the following important provisions:

- Homeowners must provide notice of a defect to the contractor within one year of discovering it, at least 90 days before filing a lawsuit. This gives the contractor an opportunity to inspect and remedy the defect before legal action is pursued.
- Related procedural rules reinforce this timeline. HB 151, an amendment to Alaska law, clarifies that homeowners may not initiate a lawsuit unless they comply with these notice requirements under AS 09.45.881–09.45.899.
- Additionally, the statutes impose limitation on damages: if litigation occurs, the claimant may only recover the reasonable cost of repairs necessary to cure the defect.