

## How to handle problems with your pest control companies/provider

Most people are happy with their pest control companies/provider. The majority of the companies out there are hard working and reputable. But as with all things in life, everything is not perfect and things don't always work out like we plan. With every industry, there are a few bad apples and the pest control industry is no exception. If you have come across a problem with your pest control provider, here are some helpful hints on getting your problems resolved.

1. **Communicate**- Most pest control providers are hard working, reputable companies/providers, they are in the business to make money and keep your business. Losing a customer is lost revenue and an unhappy customer means bad publicity. If you have a problem with your pest control provider, sit down, talk rationally and explain your problem and concerns in detail. Show the technician where the problem is and how long it's been there. Document the date, time and what was discussed if problems continue.
2. **Cooperate**- This is one of the few services in the service industries where customer cooperation is absolutely essential for the service to be a success. If the pest control company asks you to make sure your cabinets and pantries are cleaned often, or that you remove clutter away from the house, do as requested. Do not feel insulted or embarrassed by these requests. Your cooperation in these matters will help the pest control company and you keep your home or business pest free.
3. **Going to the top**- If your problem is not resolved at your technician level, you might have to contact the company/provider management level. Some of the larger companies have regional and area managers you can contact. Make sure that you get their names, position, date and subject which you discussed documented. Keep going up the ladder until your problem is solved.
4. **Contacting your state licensing and regulatory agency** If you have reached the point where talking to management is useless, you should contact your state pest control licensing and regulatory agency. All legitimate pest control companies are licensed and regulated by a state pest control regulatory agency. Explain the situation to the agency representative. Have dates, times and subjects discussed and written readily available in chronological order before you talk to the state agency representative. The agency representative might call the pest control company. As an investigator with the Texas State Structural Pest Control Board myself, a phone call from the prior regulatory agency was all it took to get the problem solved because no pest control company wants to have a written complaint against them from a dissatisfied customer with a state pest control regulatory agency.

Call the state agency if you have exhausted all your options to settle the problem with the pest control provider. The state representative might ask you to send in a written complaint to investigate the matter. This is where your written documentation will benefit you greatly.

To find and contact your state pest control licensing and regulatory agency go to [www.aspcro.org](http://www.aspcro.org), click association directory, then click the state that you live in.

5. ***Seeking legal council*** This should be the very last resort. Only do this when all else has failed and your state pest control regulatory agency has done an investigation and found questionable evidence. Consult with council first to find out the potential of success and if you can pursue the matter further.

Call or e-mail Independent Pest Management Consulting if you have any questions dealing with pest control matters.