

# Complaint Guide for Connect Live

## Submitting a Complaint

As of July 1, 2021, due to the passage of Senate Bill 60, a code inspector may not initiate enforcement of a potential violation of a code or ordinance by way of an anonymous complaint. Therefore, a person who wishes to report a potential violation must provide his or her name and address before enforcement may proceed. This does not apply if the code inspector has reason to believe that the violation presents an imminent threat to public health, safety, or welfare or imminent destruction of habitat or sensitive resources.

## Have the Address

To be able to submit a complaint you will need the address. If you do not know the address, you may use the See on a Map link on the green navigation bar. From there you will find an interactive map that will allow you to graphically search for the property to obtain the address.

## To Submit a Complaint

1. Click on Submit Complaint
2. Click on Submit a Complaint
3. Enter the street address information in the Street Number and Street Name field and click Get Property

The screenshot shows the 'CONNECT LIVE - The Growth & Resource Management Online Information Center' website. At the top, there is a navigation bar with links: Home, Developments, Permits, Environmental, Code Compliance, Licensing, See on a Map, and FAQs. Below the navigation bar is a status meter with four steps: Start, Address Selection, Complaint Info, and Finished!. A note indicates that filing a complaint is a 4-step process and the user is currently on step 2. The main section is titled 'Select the Property Address' and contains the following form elements:

- Enter Street Number:** A text input field with a red arrow pointing to it. Below the field is the instruction: 'Enter the numeric part of the address only.'
- Enter Street Name:** A text input field with a red arrow pointing to it.
- Look up Street Name:** A button with a red arrow pointing to it.
- Get Property:** A button circled in red.

Below the form, there are instructions: 'Entered the exact address? Use the "Get Property" button.', 'Not sure of the street name? Use the "Look up Street Name" button.', and 'Want a list of addresses on a street? Use the "Look up Street Name" button then the "Get Property" button.'

At the bottom, there is a section titled 'Links to volusia.org' with a list of links: Growth & Resource Management Department, Code Compliance, Contractor Licensing, Environmental Management, Land Development, Planning, Permit Center, and Zoning.

4. Click OK then Submit
5. Enter the Complaint Description in a much detail as possible. Please refrain from using derogatory or inflammatory statements.
6. Enter your contact information in the Customer Name, Customer Call Back Number, Customer Email Address, and Customer Address fields

7. You may add any pictures or documents that help depict the problem by click on Add Attachment
8. Click Submit

Your complaint is now submitted and you will be provided a Complaint Number

The screenshot shows the 'CONNECT LIVE - The Growth & Resource Management Online Information Center' website. At the top is a navigation bar with links: Home, Developments, Permits, Environmental, Code Compliance, Licensing, See on a Map, and FAQs. Below this is a blue header with the text 'CONNECT LIVE - The Growth & Resource Management Online Information Center'. A 'Status Meter' section shows a progress bar with four steps: Start, Address Selection, Complaint Info, and Finished! (highlighted). A note below the meter states: '(Filing a complaint is a 4 step process. You are currently on step 4.)'. The main content area is titled 'Complaint Confirmation' and contains the following text: 'Your complaint will now be reviewed by Volusia County Code Compliance. To track the status, simply go to the [Connect Live Search](#) page. Be sure to save your Complaint Number for future reference. Your Complaint Number is : 2021-000243 CRP'. A red arrow points to the complaint number. At the bottom, there is a section titled 'Links to volusia.org' for the 'Growth & Resource Management Department' with a list of links: Code Compliance, Contractor Licensing, Environmental Management, Land Development, Planning, Permit Center, and Zoning.

# Tracking a Complaint

Upon submittal of your complaint, you will be provided with a Complaint number. Be sure to write it down so that you will be able to track the progress of your complaint.

1. In Search menu, click the Compliance link
2. Enter your Complaint number in the box under Search for Complaints
3. Click the submit button and a list of one or more complaint items will be displayed
4. Click on any link to see the details of that specific complaint item

If a complaint has evolved into a violation or Code Board case, use the steps above to track the status.

