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

4. Click OK then Submit
5. Enter the Complaint Description in a much detail as possible. Please refrain from using derogatory of 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

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.