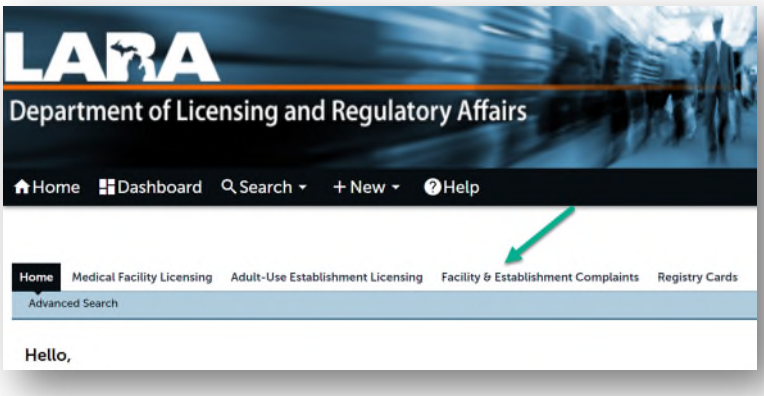
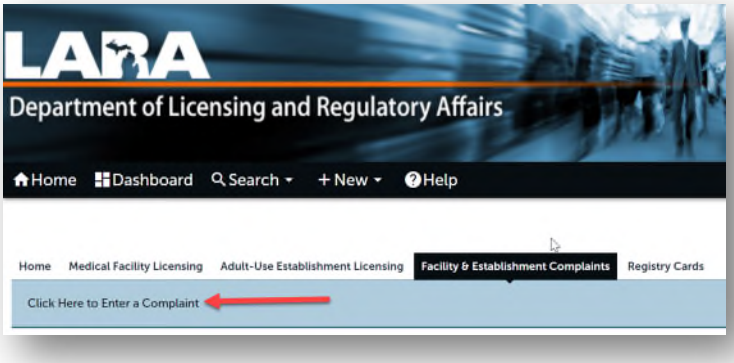
You do not need to have an account – or log into an account – on Accela to file a complaint.

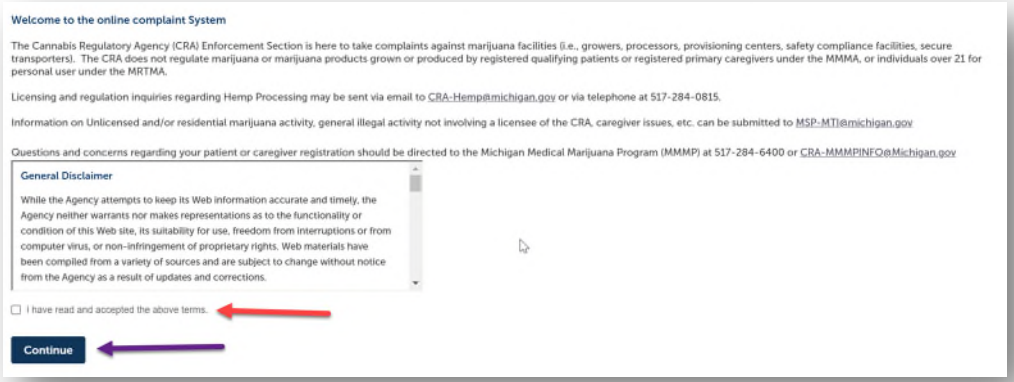
1. Click on the **Facility & Establishments Complaint** Tab indicated below with the green arrow:



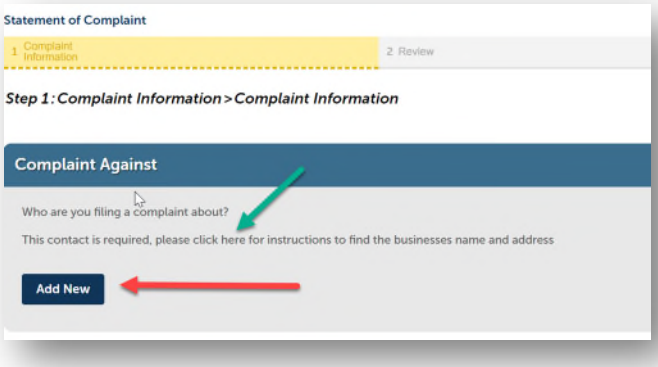
2. Click on **Click Here to Enter a Complaint**:



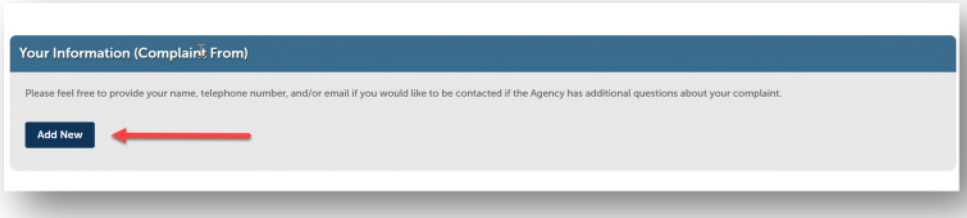
3. On the next screen, after you have reviewed the information, and if you agree with the terms, click the check box (red arrow) and then click on continue (purple arrow):



4. Identify who the complaint is against by clicking “add new” (red arrow) and entering the business name. This information is required. If you do not know the business name, click the link to find helpful resources to find out the business name (green arrow).



5. Who is reporting the information? This information is not required; however, if you would like to be contacted by the agency if we have additional questions, please complete this portion by clicking “add new” (red arrow) and completing the pop-up screen.



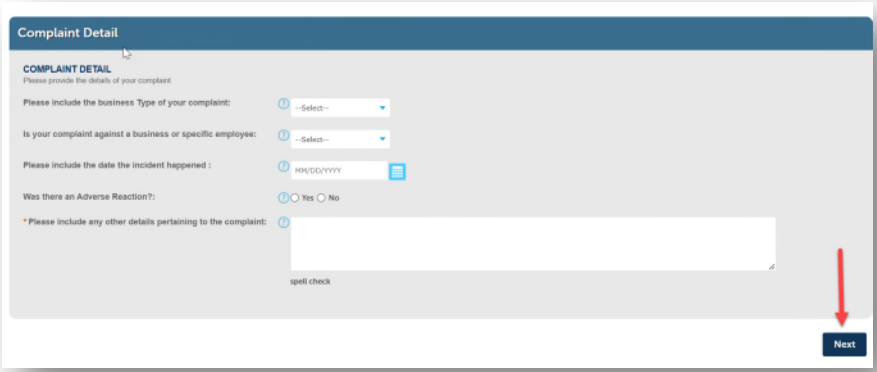
6. From the dropdown, choose the type of business for your complaint. If you’re unsure, click the blue question mark for more information.

7. From the dropdown, choose whether your complaint is against the business or an employee of the business. If your complaint is about an employee, please put that person’s name in the detail box.

8. Enter the date that the incident related to your complaint occurred.

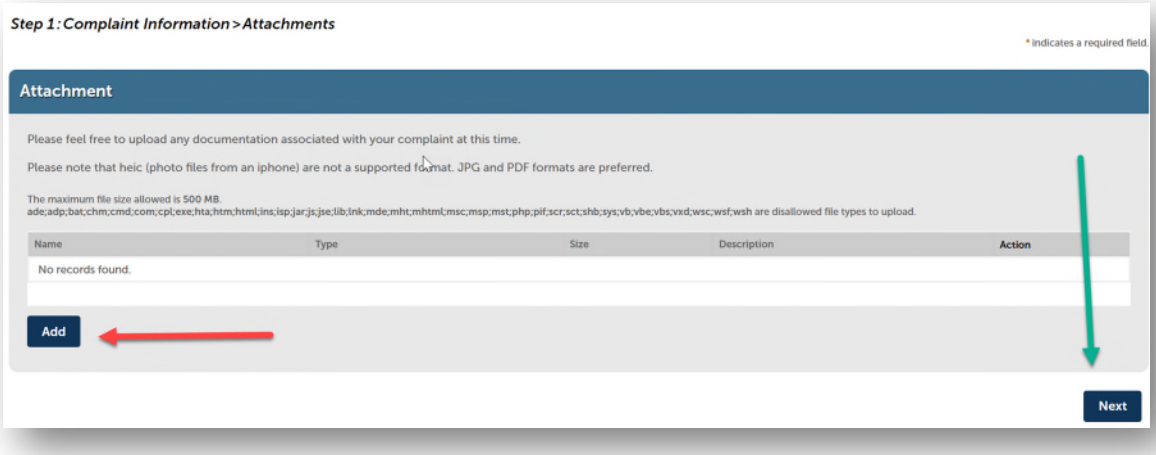
9. Check yes or no to let us know if you are reporting an adverse reaction. If you’d like to know what an adverse reaction is, click the blue question mark in front of “yes” for more information.

10. Enter as much detail as you have available in the large box at the bottom of the screen. This is a required field. Once you have entered your complaint information, please click “next” (red arrow). *You will be able to review your complaint before submission.

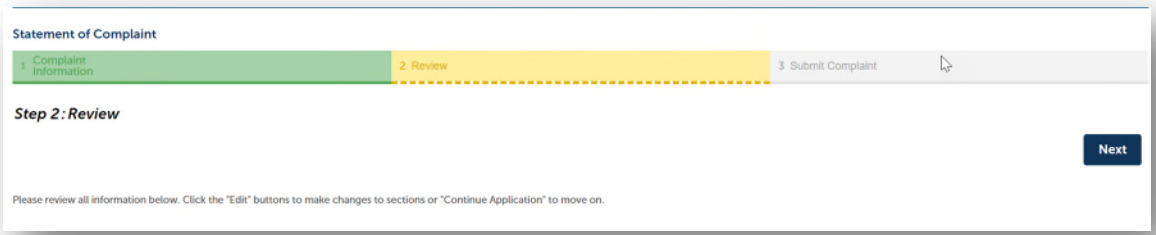


11. On the next page feel free to upload any attachments that you may want us to review. This can be photo, video, text message, email, etc. Press the “add” button to begin adding attachments (red arrow). When you have added all attachments, please click the next button (green arrow).

    *Please note that HEIC files (standard iPhone photos) cannot be uploaded to Accela with a complaint as they are not a supported file type.

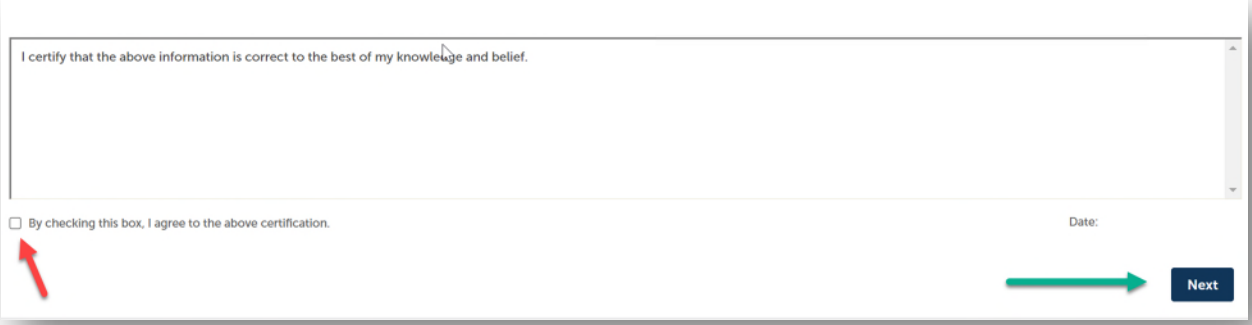


12. On the next page, review your complaint.



You can edit any of the details from this page before submitting your complaint to the CRA.

13. To submit your complaint please check the box (red arrow) certifying that the information you provided is correct to the best of your knowledge and belief, and then click next (green arrow).



This completes the online complaint submission process. The agency will review your complaint. Please visit File a Complaint (michigan.gov) for information on what happens next with your complaint.