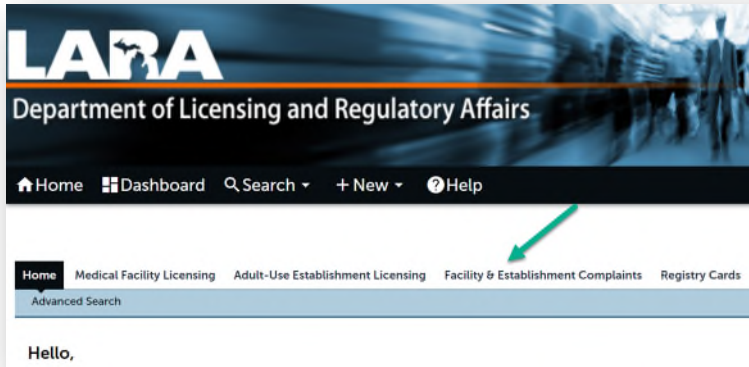


You do not need to have an account – or log into an account – on Accela to file a complaint.

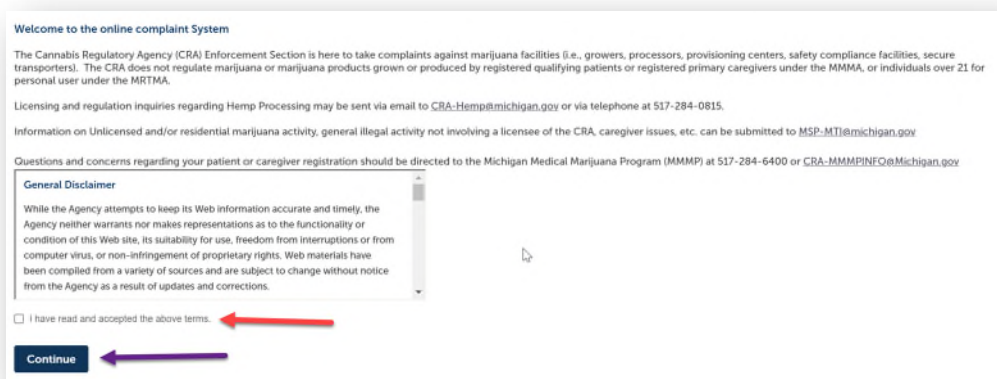
1. Click on the **Facility & Establishments Complaint** Tab indicated below with the green arrow:



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

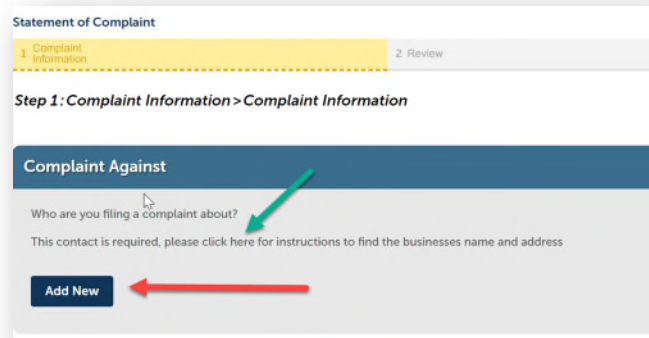


3. On the next screen, after you have reviewed the information, and if you agree with the terms, click the check box (red arrow) and then click on continue (purple arrow):



The screenshot shows the 'Welcome to the online complaint System' page. It contains several paragraphs of text providing information about the agency and its services. Below the text is a 'General Disclaimer' section. At the bottom of the page, there is a checkbox labeled 'I have read and accepted the above terms.' with a red arrow pointing to it. Below the checkbox is a 'Continue' button with a purple arrow pointing to it.

- 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).



Statement of Complaint

1 Complaint Information 2 Review

Step 1: Complaint Information > Complaint Information

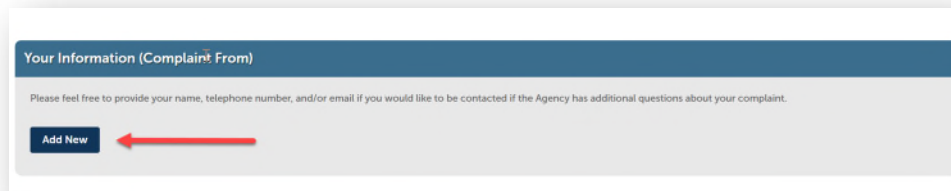
Complaint Against

Who are you filing a complaint about?

This contact is required, please click here for instructions to find the businesses name and address

Add New

- 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.

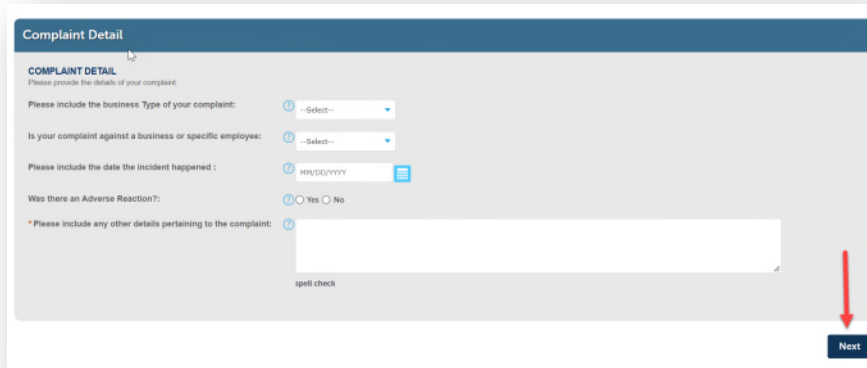


Your Information (Complaint From)

Please feel free to provide your name, telephone number, and/or email if you would like to be contacted if the Agency has additional questions about your complaint.

Add New

- From the dropdown, choose the type of business for your complaint. If you’re unsure, click the blue question mark for more information.
- 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.
- Enter the date that the incident related to your complaint occurred.
- 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.
- 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.



Complaint Detail

COMPLAINT DETAIL
Please provide the details of your complaint

Please include the business Type of your complaint:

Is your complaint against a business or specific employee:

Please include the date the incident happened :

Was there an Adverse Reaction?: Yes No

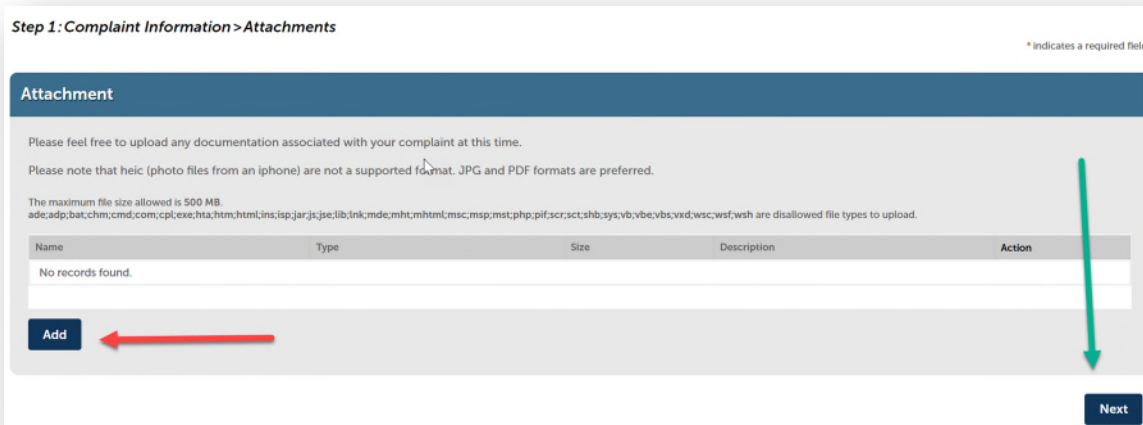
*Please include any other details pertaining to the complaint:

spell check

Next

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.



Step 1: Complaint Information > Attachments

* Indicates a required field

Attachment

Please feel free to upload any documentation associated with your complaint at this time.

Please note that heic (photo files from an iphone) are not a supported format. JPG and PDF formats are preferred.

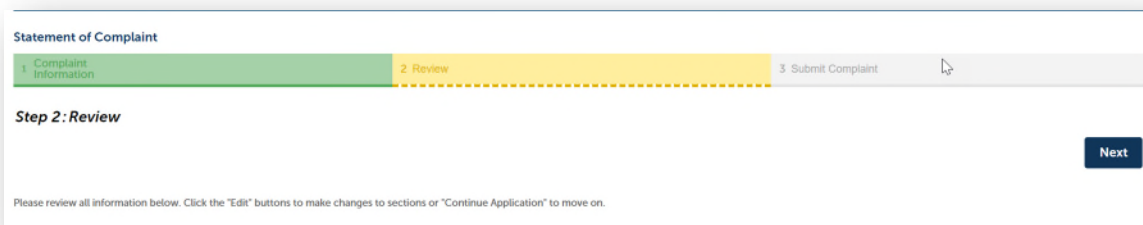
The maximum file size allowed is 500 MB.
ade,adp,bat,chg,cmd,com,cpl,exe,hta,html,ins,isp,jar,jse,jsp,lib,lnk,mde,mht,mhtml,msc,mst,php,pif,scr,scrt,shb,sys,vb,vbe,vbs,vxd,wsc,wsf,wsh are disallowed file types to upload.

Name	Type	Size	Description	Action
No records found.				

Add

Next

12. On the next page, review your complaint.



Statement of Complaint

1 Complaint Information | 2 Review | 3 Submit Complaint

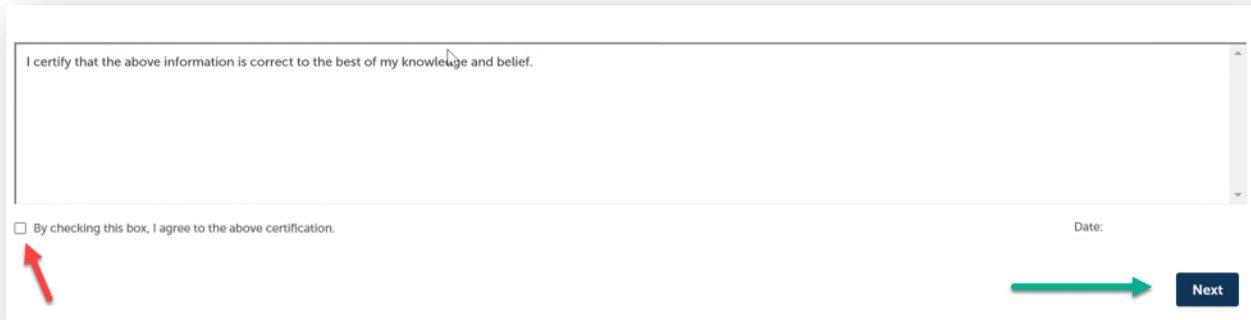
Step 2: Review

Next

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

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).

A screenshot of a web form for submitting a complaint. At the top, there is a large text area with a scroll bar containing the text "I certify that the above information is correct to the best of my knowledge and belief." Below this text area, on the left, is a checkbox with the text "By checking this box, I agree to the above certification." A red arrow points to this checkbox. On the right, there is a "Date:" label followed by a blank space. At the bottom right, there is a green arrow pointing to the right, and a dark blue button labeled "Next".

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