



**1. What information is required to file a complaint?**

- **TIME/DATE OF INCIDENT**
- **WHO IS THE COMPLAINT AGAINST?**
  - i. Business Name
  - ii. Business Address
  - iii. ERGA/ERG/AU-ERA/AU-ER and/or License Number (if available)
- **WHO IS THE COMPLAINT FROM?**
  - i. Individual Name/Anonymous (Relation to business, if any)
  - ii. Phone Number
  - iii. Email Address
- **SPECIFIC DETAILS OF THE COMPLAINT**
  - i. Who did you speak with at the business?
  - ii. If adverse reaction, did you report the adverse reaction to the business
    - 1. When did it happen?
    - 2. How did it happen?
  - iii. Product(s) purchased (if applicable):
    - 1. Please provide METRC Tags
    - 2. Please provide photos

**2. What happens after a complaint is filed?**

After a complaint is filed, it is then assigned to a Regulation Agent. Regulation Agents are accountable for a specific area. It is their responsibility to investigate the complaint and licensee to determine if any violations of state law or administrative rules have occurred. They may reach out to the complainant if they have any follow-up questions.

An investigation may result in disciplinary action being issued against the licensee. More information on disciplinary action proceedings can be found in the following administrative rule set [R 420.801 to R 420.809 \(michigan.gov\)](#).

Please see the [instructions](#) on how to find disciplinary action for more details.