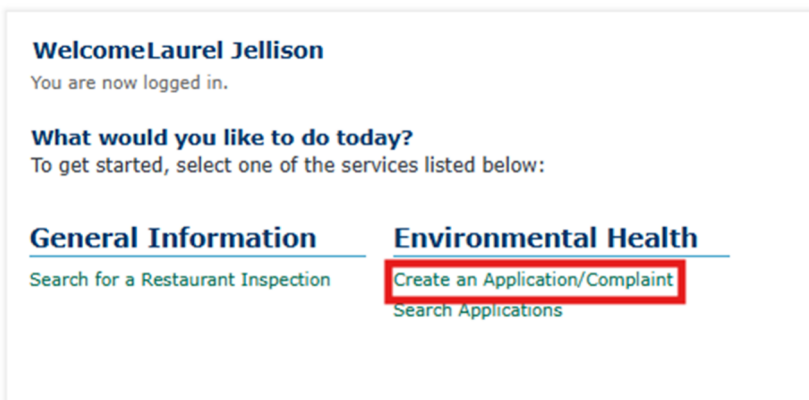


Enter a Complaint Online

How to Guidance

How do I submit a complaint in Accela?

1. Go to <https://aca-prod.accela.com/TPCHD/Default.aspx>
2. [Create an account](#) if you don't have one.
3. Log into your [Accela account](#).
4. Click on **Create**, then **Create an Application/Complaint**.

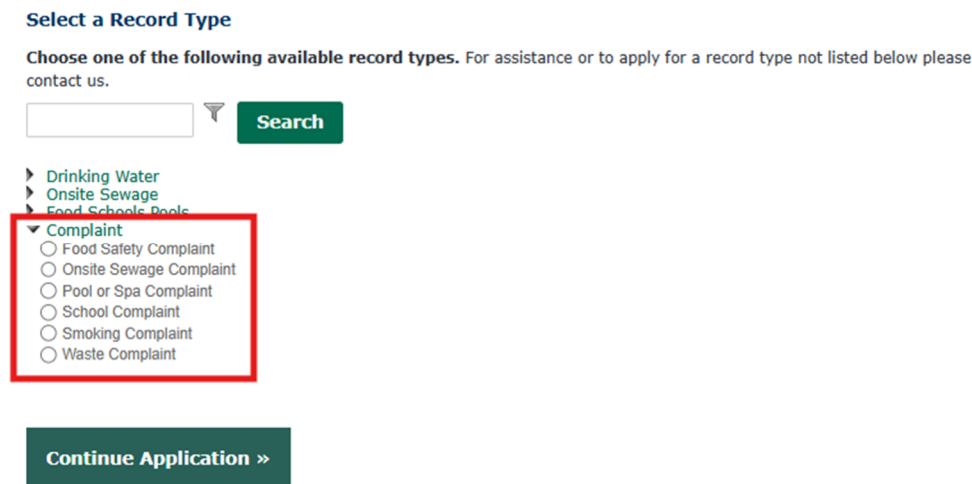


Welcome Laurel Jellison
You are now logged in.

What would you like to do today?
To get started, select one of the services listed below:

General Information	Environmental Health
Search for a Restaurant Inspection	Create an Application/Complaint
	Search Applications

5. Select the application from the list:
 - a. Click on the pointer next to Complaint to expand the list.



Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.



- ▶ Drinking Water
- ▶ Onsite Sewage
- ▶ Food Schools Pools
- ▼ **Complaint**
 - ☐ Food Safety Complaint
 - ☐ Onsite Sewage Complaint
 - ☐ Pool or Spa Complaint
 - ☐ School Complaint
 - ☐ Smoking Complaint
 - ☐ Waste Complaint

- b. Click **Continue Application**.

Enter a Complaint Online

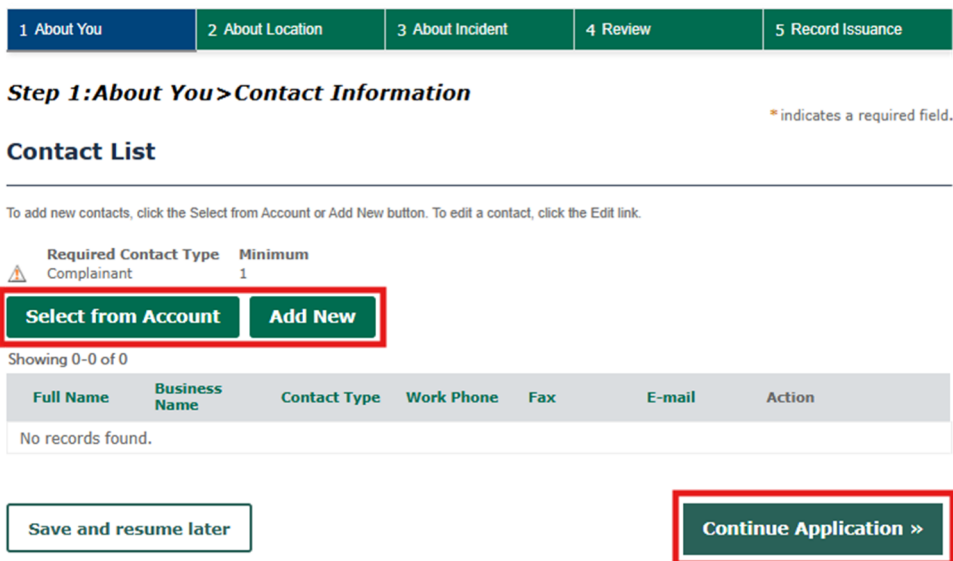
How to Guidance

6. Contacts – A Complainant is required.

a. If you are the Complainant, you can select your information from your account. Follow these steps.

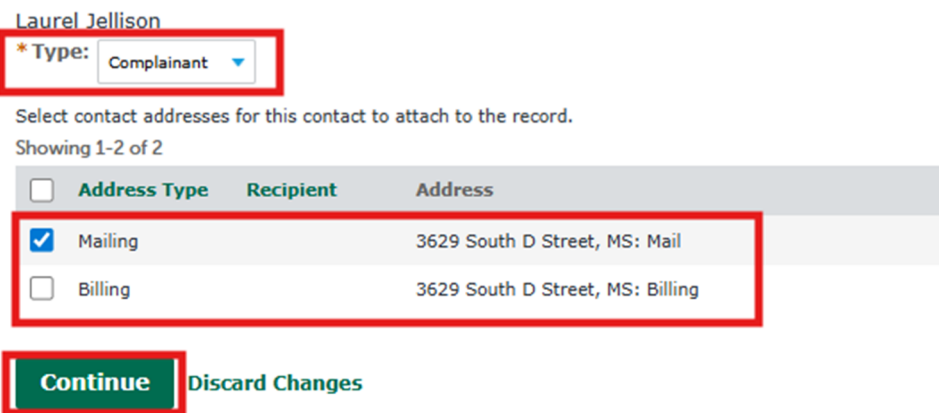
If not, go to the next section.

- Click on the **Select from Account** button.



- Click in the bubble next to the appropriate person and click on Continue.
- Select Complainant from the drop-down list and click on **Continue**.

Select Contact from Account



Enter a Complaint Online

How to Guidance

b. If you are not the Complainant, follow these instructions.

- Click on the **Add New** button.

Contact List

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Required Contact Type	Minimum
 Applicant	1

Select from Account **Add New**

- Select Complainant from the drop-down list and click **Continue**.

Select Contact Type

*** Type:**
Applicant

Continue Discard Changes

- Fill in the required Contact Information fields and click **Continue**.

Contact Information

*** First:**

*** Last:**

Name of Business:

*** E-mail:**

Address Line 1:

City:

State:

Zip:

Country:

Home Phone:

Work Phone:

Mobile Phone:

Fax:

c. When all contacts are entered, Choose **Continue Application**.

Enter a Complaint Online

How to Guidance

7. Address information:

- a. Enter either an address house number and street name **or** parcel number to search by, click **Search**.

1 About You	2 About Location	3 About Incident	4 Review	5 Record Issuance
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Step 2:About Location>Location of Incident

To the best of your knowledge, enter the location of the incident that you are reporting. If you are not able to find the address for the location, click on the Continue Application button below and enter a detailed description of the location on the next page in the Location of Violation field.

* indicates a required field.

Address

* Street No.:	Direction:	* Street Name:	Street Type:
	--Select--		--Select--
Suffix Dir:	City:	Zip:	
--Select--			

Search

Clear

Parcel

* Parcel Number:

Search

Clear

- b. This will fill in the address, parcel number and owner information for you.

- If you can't find the address through search, go to the next page.
- Click **Continue Application**.

1 About You	2 About Location	3 About Incident	4 Review	5 Record Issuance
-------------	------------------	------------------	----------	-------------------

Step 2:About Location>Location of Incident

To the best of your knowledge, enter the location of the incident that you are reporting. If you are not able to find the address for the location, click on the Continue Application button below and enter a detailed description of the location on the next page in the Location of Violation field.

* indicates a required field.

Address

* Street No.:	Direction:	* Street Name:	Street Type:
3629	S	D	ST
Suffix Dir:	City:	Zip:	
--Select--	Tacoma	98418	

Search

Clear

Parcel

* Parcel Number:

7470023322

Search

Clear

Owner

Owner Name:

PIERCE COUNTY

Search

Clear

Save and resume later

Continue Application »

Enter a Complaint Online

How to Guidance

8. About Incident

Fill in as much information on the complaint details to assist us in thoroughly looking into it:

- Select the Type of Complaint
- Choose if you want to remain confidential.
- Add a description of the complaint.
- Add any attachments (pictures or documents).
- Click **Continue Application**

1 About You

2 About Location

3 About Incident

4 Review

5 Record Issuance

Step 3: About Incident > Description of Complaint
Please provide as much information as possible to assist us in thoroughly looking into the situation.
* indicates a required field.

Details

Complaint Information

Type of Complaint:

--Select--

* Keep Complainant Confidential?:
☐ Yes ☒ No

* Complaint Description:

spell check

Location of Violation. Include description of location if exact address is unknown.:

spell check

Attachment

Attach any supporting photos or documentation related to the reported incident.
The maximum file size allowed is 100 MB.

Name	Type	Size	Latest Update	Action
No records found.				

Add

Save and resume later

Continue Application »

Enter a Complaint Online

How to Guidance

9. Complaint Review

- Review your Complaint. Click on **Edit** next to any section that needs to be updated.
- Click **Continue Application**.

1 About You

2 About Location

3 About Incident

4 Review

5 Record Issuance

Step 4: Review

Save and resume later

Continue Application »

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

Record Type

Onsite Sewage Complaint

Contact List Edit

Required Contact Type Minimum
Complainant 1
Showing 1-1 of 1

Full Name	Business Name	Contact Type	Work Phone	Fax	E-mail	Action
Laurel Jellison		Complainant	2533766000		ljellison@tpchd.org	Edit

Address Edit

3629 S D ST, Tacoma, 98418

Parcel Edit

Parcel Number: 7470023322

Owner Edit

PIERCE COUNTY

Details Edit

Complaint Information

Type of Complaint:

Keep Complainant Confidential?: No

Complaint Description: Test

Location of Violation. Include description of location if exact address is unknown:

Attachment Edit

The maximum file size allowed is 100 MB.

Name

Type

Size

Latest Update

Action

No records found.

Save and resume later

Continue Application »

10. Receipt/Record Confirmation

Once your complaint is submitted you will see the Receipt/Record issuance page. This will have the application ID you can use to look-up the application and check the status.

1 Select item to pay

2 Payment Information

3 Receipt/Record Issuance

Step 3: Receipt/Record issuance

Receipt

 Your application(s) has been successfully submitted.
Please print your record(s) and retain a copy for your records.

3629 S D ST Tacoma 98418

C02025-0000073

Copy Record