Submitting an enforcement complaint

To submit an enforcement complaint, you will first need to create an account if you do not already have one.

1. Visit https://ims.dli.mn.gov/ims<Account>Login (most compatible in Google Chrome)

2. Click “Register as a New User”

3. Fill out the required areas and select “register”. Please note that the email address you provide will be your User ID in the system.

4. You will see the message below.
5. After creating the account, a verification email will be sent to the email address provided. Open the email and click on VALIDATE to confirm your account. The confirmation email expires in 24 hours; therefore, if you do not click on validate during this timeframe you will need to repeat the above process. If you do not see this email within 5-10 minutes, check your junk/spam folder. For additional assistance send an email to lyndy.logan@state.mn.us or ashley.buck@state.mn.us and ask that your email account be validated.

6. After you click on VALIDATE the following confirmation notice will display:

7. Click on “Please click here to Log in”

8. After logging in you will be brought to your Account Profile. Add information and Click Save. You can update your Account Profile at any time by clicking on your name on the upper right.
To Submit your complaint:

1. In the Enforcement tile, click “Submit Complaint”

![Enforcement tile with a button to submit a complaint]

2. Select one of the Complaint types that best fit your complaint.

![List of complaint types]

3. Enter the address of the location where the complaint took place. Note that once you start typing in an address, google may autofill the rest. Click “next” when finished.
4. On the “Complaint Information” page:
   a. Select “Yes” or “No” under the ‘Authorization’ please read the subtext carefully.
   b. Add a detailed description of your complaint.
   c. Enter the project start date and estimated completed date if applicable. Also add a proposed resolution.
   d. Describe your desired resolution.
   e. When completed, click “Next”.
5. On the Contractor Information page, enter as much information on your contractor as you can. Please include the license number if you have it.

6. On the “Relevant Documents” page, please upload ONE document of any supporting documents. This might include a copy of your signed contract, emails, etc. Click “Next”
7. Review the information you have provided on the summary screen. If you have additional edits to make that this time, click on the “orange edit” icon found in any of the tiles. You can also upload additional files in the files tile if you have additional documents you would like to provide. If your complaint is complete, click “Submit”.

8. You will get confirmation if your complaint has been successfully submitted. You will receive notification on the status of your complaint once it has been reviewed.