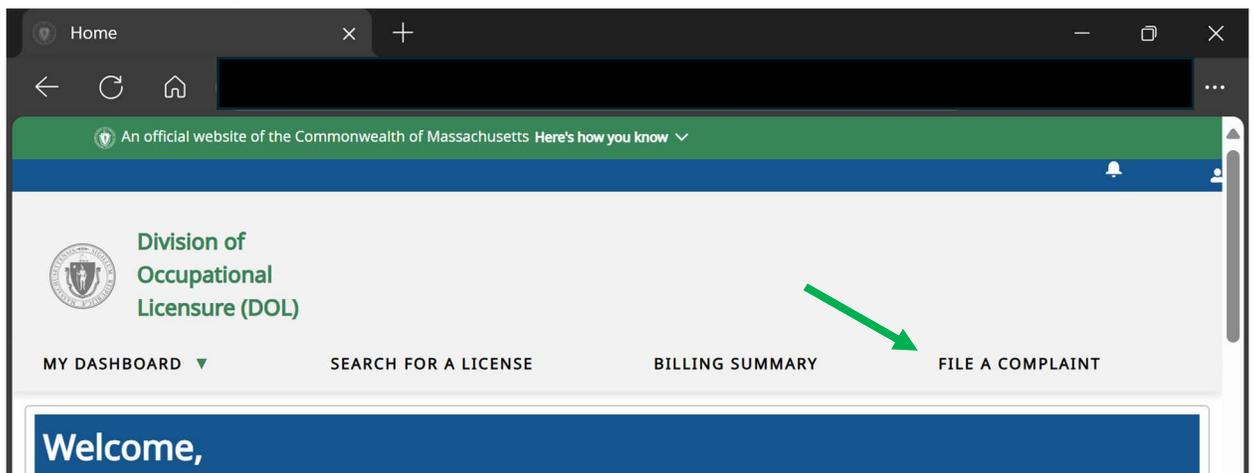
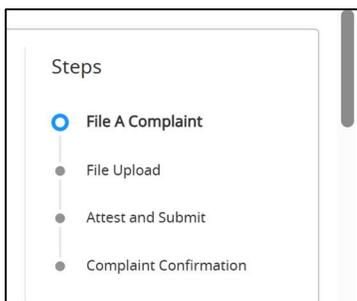


## Submit a complaint

- 1) Before you file your complaint
  - Gather any documents that you have to support your complaint, like contracts or other agreements, receipts, or photos. Make sure you have digital copies of these documents and you know where to find them on your computer or mobile device. You are not required to submit any documents, but they can be useful in supporting your complaint.
  - If anyone witnessed what you are complaining about, gather their names and contact information.
- 2) Log in to your MyMassGov account and verify your login.
- 3) On the Home page, at the top of the screen, click the FILE A COMPLAINT tab.



- 4) eLIPSE will display the File a Complaint page. On the right, you will see the steps the site will guide you through to file your complaint.



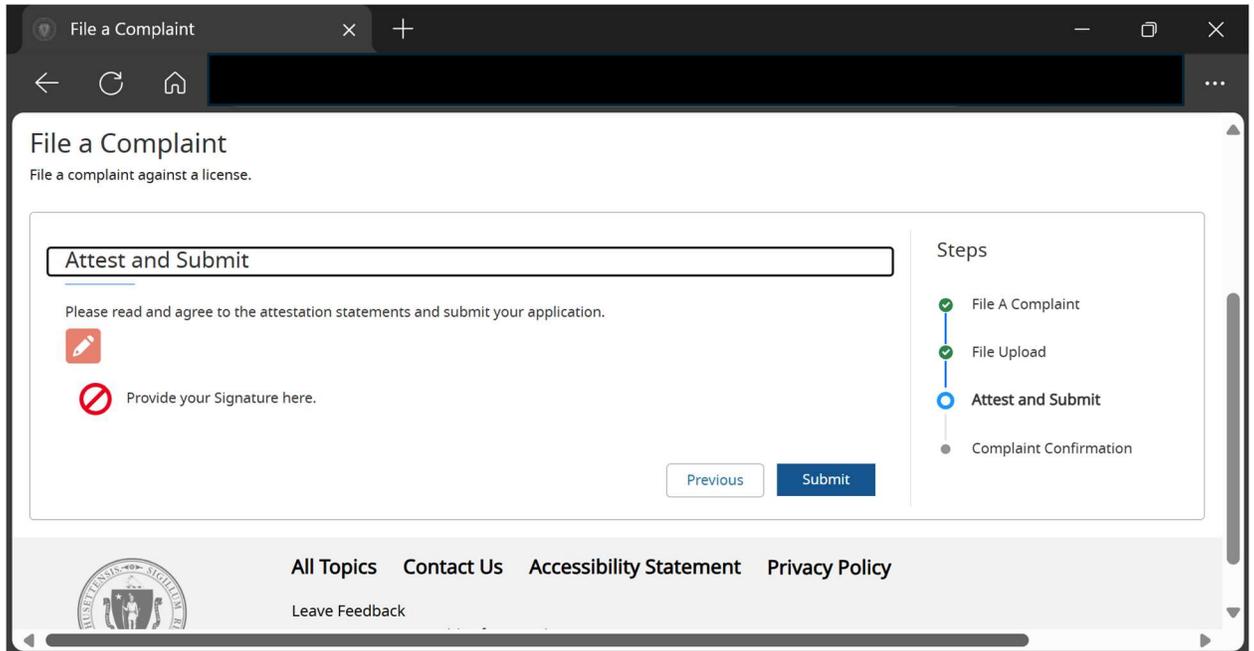
The **Personal Details** section on the page will already have your first name, last name, email address, and other personal details you used when you created your MyMassGov account. The only required details are an email address and telephone number so we can contact you regarding your complaint. All contact information is kept confidential.

- 5) In the next section, **Licensee the Complaint is Against Details**, use the dropdowns to select the Board you want to send the complaint to and whether your complaint is against a business or an Licensed Person.

The screenshot shows a web browser window with the title "File a Complaint". The browser address bar is redacted. The page content is titled "United States". It features a form with the following fields and sections:

- \*Phone Number:** (111) 111-1111
- \*Email Address:** scott.tepper+tr4@mass.gov
- Licensee the Complaint is Against Details:**
  - \*What Board are you submitting a complaint against?:** A search input field with a magnifying glass icon.
  - \*Is the complaint against a licensed person or a business?:** A dropdown menu.
- Complaint Details:**
  - \*When did it happen?:** A date picker input field.
  - \*Where did it happen?:** A text input field.

- 6) When you use that second drop-down, eLIPSE will open the form more so you can enter information about the person or business you are filing the complaint against. You don't need to fill in every field, just as much as you know. Spell the person's name or business name as correctly as possible.=.
- 7) The next section of the form, **Complaint Details**, asks you when the incident occurred (click the field to pick a date from a calendar), and where it happened, and asks you to describe what happened.
- 8) The **Witnesses** section asks for details about any witnesses to the incident. To add a witness, click the **+**.
- 9) When you have completed this page, at the bottom, click the **Next** button.
- 10) eLIPSE displays a **File Upload** screen. Use that screen to attach digital copies of any documents you have to support your complaint, like contracts or other agreements, receipts, or photos.
- 11) When you have finished attaching documents, at the bottom of the screen, click the **Next** button.
- 12) Finally, the **Attest and Submit** page asks you to certify that what you are presenting is true.



On this form, click the pencil icon.

eLIPSE will display a form where you

- Enter the name or initials you want to sign with.
- Choose whether you want to draw your signature or choose a style for a digital signature.
- Read the attestation
- Click that you agree.
- Click the **Submit** button.

eLIPSE will display a confirmation screen. You will also receive an email with your Complaint Number. This email will come from \_\_\_\_\_. If you do not see it in your email inbox, check your Junk or Spam folder.