

# Complaint Quick Help Guide for Connect Live

## Submitting a Complaint

As of July 1, 2021, due to the passage of Senate Bill 60, a code inspector may not initiate enforcement of a potential violation of a code or ordinance by way of an anonymous complaint. Therefore, a person who wishes to report a potential violation must provide his or her name and address before enforcement may proceed. This does not apply if the code inspector has reason to believe that the violation presents an imminent threat to public health, safety, or welfare or imminent destruction of habitat or sensitive resources.

### Have the Address

To be able to submit a complaint you will need the address. If you do not know the address, you may use the See on a Map link on the green navigation bar. From there you will find an interactive map that will allow you to graphically search for the property to obtain the address.

## To Submit a Complaint

1. Click on Submit Complaint
2. Click on Submit a Complaint
3. Enter the street address information in the Street Number and Street Name field and click Get Property

Home Developments Permits Environmental Code Compliance Licensing See on a Map FAQs

CONNECT LIVE - The Growth & Resource Management Online Information Center

Status Meter

Start	Address Selection	Complaint Info	Finished!
-------	-------------------	----------------	-----------

(Filing a complaint is a 4 step process. You are currently on step 2.)

### Select the Property Address

Enter Street Number  Enter the numeric part of the address only.

Enter Street Name  Look up Street Name

**Get Property**

Entered the exact address? Use the "Get Property" button.

Not sure of the street name? Use the "Look up Street Name" button.

Want a list of addresses on a street? Use the "Look up Street Name" button then the "Get Property" button.

Links to volusia.org

Growth & Resource Management Department

- Code Compliance
- Contractor Licensing
- Environmental Management
- Land Development
- Planning
- Permit Center
- Zoning

4. Click OK then Submit
5. Enter the Complaint Description in a much detail as possible. Please refrain from using derogatory or inflammatory statements.

6. Enter your contact information in the Customer Name, Customer Call Back Number, Customer Email Address, and Customer Address fields
7. You may add any pictures or documents that help depict the problem by click on Add Attachment
8. Click Submit

Your complaint is now submitted and you will be provided a Complaint Number

[Home](#) [Developments](#) [Permits](#) [Environmental](#) [Code Compliance](#) [Licensing](#) [See on a Map](#) [FAQs](#)

**CONNECT LIVE - The Growth & Resource Management Online Information Center**

Status Meter			
Start	Address Selection	Complaint Info	<b>Finished!</b>

(Filing a complaint is a 4 step process. You are currently on step 4.)

**Complaint Confirmation**

Your complaint will now be reviewed by Volusia County Code Compliance.

To track the status, simply go to the [Connect Live Search](#) page.  
Be sure to save your Complaint Number for future reference.  
Your Complaint Number is : 2021-000243 CRP 

**Links to volusia.org**

Growth & Resource Management Department

- [Code Compliance](#)
- [Contractor Licensing](#)
- [Environmental Management](#)
- [Land Development](#)
- [Planning](#)
- [Permit Center](#)
- [Zoning](#)

## Tracking a Complaint

Upon submittal of your complaint, you will be provided with a Complaint number. Be sure to write it down so that you will be able to track the progress of your complaint.

1. In Search menu, click the Compliance link
2. Enter your Complaint number in the box under Search for Complaints
3. Click the submit button and a list of one or more complaint items will be displayed
4. Click on any link to see the details of that specific complaint item

If a complaint is has evolved into a violation or Code Board case, use the steps above to track the status.

The screenshot displays the 'CONNECT LIVE - The Growth & Resource Management Online Information Center' website. On the left is a navigation menu with a 'SEARCH' section containing links like 'Open Folders (All Types)', 'Organization or Person's Name', 'Property', 'Business', 'Tax Receipts', 'Compliance', 'Contractors', 'Developments', 'Environmental Meetings', and 'Permits'. A red arrow points to the 'Compliance' link. Below this is a 'COMPLAINTS' section with a 'Submit Complaint' link. The main content area features three search sections, each with a text input field and a 'Submit' button. Red arrows point to these 'Submit' buttons. The first section is 'Search for Complaints' with a 'Complaint Number' field and examples: '2009-117648 CRP'. The second is 'Search for Violations/Code Enforcement Board/Special Magistrate Cases' with a 'Violation or Case Number' field and examples: '20091020038', 'CEB2011163', and 'SMA2011001'. The third is 'Search for Unsafe/Dilapidated Structure Complaints' with an 'Unsafe/Dilapidated Complaint Number' field and example: 'CLCA-11-08-006'. Below these is a 'Search using Various Criteria' section with 'Start Date' and 'End Date' fields, a 'Type of Compliance Action' dropdown, and 'Complaint Sub Type' and 'Complaint Work Type' dropdowns. A 'Submit' button and a 'Clear Form' button are at the bottom of this section. The footer contains the text 'Links to volusia.org'.