



CHARLOTTE COUNTY

Community Development

How to Submit or Track a Code Violation Complaint Online

(Prepared February 2019)

Section 1: Submitting or Reporting Instructions

- A. Visit www.CharlotteCountyFL.gov.
- B. In the left column below “Popular Links”, click [Online Permits, Licensing & Code Violations](#).
- C. In the middle column, at the bottom, click the elongated button “Online Services: Permits, Licenses & Code Violations.”
- D. Scroll down to the “What would you like to do today?” heading.
- E. Below the “Code Compliance” heading, click “File a Complaint and Other Property Related Services” to report a violation or complaint. To only track/view cases, click “Search Cases and Records” (see Section 3, below, for instructions).
- F. If the “File a Complaint” option is chosen, check the box beside the sentence “I have read and accepted the above terms” (i.e. General Disclaimer) and click the teal-colored “Continue” button.
- G. At the lower left of the page click “Code Enforcement.” From the drop-down list, **choose only one of the following two options:**
 - a) Click “CE-Code Enforcement (NOT High Grass Only)” for code violations that are NOT about high grass and weeds only.
 - b) Click “CE-High Grass and Weeds ONLY” on *developed* lots (not a code violation on *undeveloped* lots).
- H. Click the teal-colored “Continue Case” button.
- I. Below the “Complaint Location” heading, type the Street No. and the Street Name in each designated field. **Helpful Search Hint: ONLY type the first 3 or 4 letters of the street name!** Click the teal-colored “Search” button. If the address is valid, other needed fields will auto-fill.
- J. Scroll to the lower left of the page and click the teal-colored “Continue Case” button.
- K. Below the “Detail Information” heading, type the description of the complaint or violation into the “Detailed Description” field.
- L. Below the “Source of Submittal” heading, click the “Complaint Source” field and from the drop-down list click “BCS Web Site”.
- M. If there are any photos or other documents to be submitted (*optional*), below the “Upload Attachments Here” heading, click the teal-colored “Add” button (see Section 2, below, for instructions).
- N. Click the teal-colored “Continue Case” button just below the “Add” button.
- O. Review the information submitted. If satisfied, click the teal-colored “Continue Case” button.
- P. **Success!** The resulting page will provide the official case number to use for tracking.

Section 2: Uploading Attachments (e.g. photos, emails) Instructions (Optional)

- A. At the “Upload Attachments Here” heading, click the teal-colored “Add” button.
- B. At the “File Upload” window, click the “Add” button.

- C. At the next window, find the file on your device. Click to add it to the “File Name” and then click the “Open” button. The “File Upload” window re-appears with the file name.
- D. At the “File Upload” window, click either the “Add” button to add another file or click the “Continue” button.
- E. Below the “Upload Attachments Here” heading, enter in a short description of the uploaded file into the “Description” field.
- F. At the lower left, click the “Continue Case” button.

Section 3: Tracking or Viewing Instructions

- A. Follow Steps “A” through “E” from Section 1.
- B. Below the General Search” heading, enter the case number in the “Case Number” field; *or* the street number in the “Street No. field and the first 3 or 4 letters of the street name in the “Street Name” field.
- C. In the lower left, click the teal-colored “Search” button. If the search was made by the Case Number, information about that case will be displayed.
- D. Click the “Record Info” tab (upper left of the page) which will display a drop-down list of options such as:
 - a) To view/track case details, click “Case Details.”
 - b) To view/track case review status, click “Review Status.”
 - c) To view attachments, documents or photos, click “Attachments.”
 - d) To view/track inspections, click “Inspections.”
 - i) Below the “Inspections” heading, review *either* the “Upcoming” list *or* the “Completed” list.
 - ii) To view the assigned officer’s name and inspection comments on completed inspections, click the “View Details” link to the right of each completed inspection then click the “View Result Comments” link.

DJ: How-to-Submit-or-Track-Code-Violation-Complaints-Online

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