

How to Report, Review & Track a Code Violation Case Online

(Created February 2019 | Revised May 2023)

Section 1: Reporting Instructions

- A. Visit www.CharlotteCountyFL.gov/citizenaccess. The Charlotte County Citizen Access Portal is displayed.
- B. Scroll down. Below the “**Code Compliance**” heading, click “**Report a Code Violation**” to report a violation or complaint. To only review cases, click “**Search Cases and Records**” (*see Section 3, below, for instructions*).
- C. If the “**Report a Code Violation**” option is chosen, read the General Disclaimer and check the box beside the sentence “I have read and accepted the above terms.” and then click the teal-colored “**Continue**” button.
- D. At the “**Select a Complaint or Application Type**” page, select only one of the following two options:
 - a) Click the “**CE-Code Enforcement (NOT High Grass Only)**” button for code violations that are NOT about high grass and weeds only.
 - b) Click “**CE-High Grass and Weeds ONLY**” button for *developed* lots (*it is not a code violation on undeveloped lots*).
- E. Click the teal-colored “**Continue Case**” button.
- F. 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.
- G. Scroll to the lower left of the page and click the teal-colored “**Continue Case**” button.
- H. Below the “**Detail Information**” heading, type the description of the complaint or violation into the “**Detailed Description**” field.
- I. Below the “**Source of Submittal**” heading, click the “**Complaint Source**” field and from the drop-down list click “**BCS Web Site**”.
- J. 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*).
- K. Click the teal-colored “**Continue Case**” button just below the “**Add**” button.
- L. Review the information submitted. If satisfied, click the teal-colored “**Continue Case**” button.
- M. **Success!** The resulting page will provide the official case number to use for tracking a case.

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 reappears 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 a short description of the file into the **“Description”** field.
- F. At the lower left, click the **“Continue Case”** button.

Section 3: Reviewing & Tracking Instructions

- A. Follow steps “A” through “D” 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 review/track case details, click **“Case Details.”**
 - b) To review/track case review status, click **“Review Status.”**
 - c) To review attachments, documents or photos, click **“Attachments.”**
 - d) To review/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 for 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