

Accela Citizen Access: **How to Enter a Complaint for Unincorporated DuPage County**

1. Go to **Accela Citizen Access Page**. An online account is not required for submitting complaints via the online portal and can be anonymous.
<https://aca-prod.accela.com/DUPAGE/welcome.aspx>
2. Select **Enter a Complaint** on the main page.

Welcome to DuPage County [Register for an Account](#) [Login](#)

Search...

Home Building Zoning Public Works Division of Transportation (DOT) Stormwater Complaint / Registration / Certificates Liquor Inspections

Advanced Search

Sign In

USER NAME OR E-MAIL: *

PASSWORD: *

[Forgot Password?](#)

Sign In

Remember me on this device

Not Registered?
[CREATE AN ACCOUNT](#)

Welcome to the new Citizen Portal
We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

NEW USERS: If you are a first time user you will need to create a user account by selecting the [Register for an Account](#) above.

NEED HELP: If you need additional help submitting your application you might find additional information using this [HELP SITE](#).

In partnership with [Accela, Inc.](#), we are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. We have limited services as an anonymous user. To use ALL the services we provide you must register and login. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

What would you like to do today?
To get started, select one of the services listed below.

For list of Registered Contractors go to Building then Reports tab at the top of the Building page then select Contractor Registration list

General Information

Lookup Property Information **Enter a Complaint** Search for a Licensee

3. Please allow pop-ups from this site before continuing and accept the **General Disclaimer** before starting your complaint. Then select **Continue Application**.

[Register for an Account](#) [Login](#)

Welcome to DuPage County

Search...

[Home](#) [Building](#) [Zoning](#) [Public Works](#) [Division of Transportation \(DOT\)](#) [Stormwater](#) [Complaint / Registration / Certificates](#) [Liquor Inspections](#)

[Advanced Search](#)

Online Application


Welcome to DuPage County's Online Permitting System. Using this system you can submit and update information, pay fees, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

General Disclaimer

While the County attempts to keep its Web information accurate and timely, the County neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the County as a result of updates and corrections.

I have read and accepted the above terms.

[Continue Application »](#) 

- You can either enter the **Address OR Parcel Number (PIN)** for the property in question, do not use hyphens in the PIN. You do not need to enter both the address and the PIN. Then press **Search**.

[Register for an Account](#) [Reports \(1\)](#) [Login](#)

Welcome to DuPage County

Search...

Home Building Zoning Public Works Division of Transportation (DOT) Stormwater **Complaint / Registration / Certificates** Liquor Inspections

Create an Application or Complaint Search Applications

Enter a Complaint

1 Location of Complaint 2 Complaint Information 3 Support Documents 4 Review 5 Record Issuance

Step 1: Location of Complaint > Location

You can search for the address or use 'Show Map' to select the parcel and then Use Location to fill in the address information.

*Indicates a required field.

Address

To search for an Address enter the Street Number and Street Name then search.
If you are unable to locate your address please contact the County to obtain address prior to submitting the application. email to: BuildingandZoning@dupageco.org


Street Number: Direction: Street Name: Street Type:

Unit No.: Unit Type:

City: State: Zip:

Country:

Parcel


* Parcel Number: 

Fire Service:

Municipality:

Floodzone:

Zoning:



Please wait for the page to populate the information related to your property search.

- Once the search has completed, the page will populate with related property information. Please review to make sure the address is correct. **Your contact information is Optional and is not required.** However, if you would like to enter your information for the record as a complainant, please select **Add New** and enter your information.
- Select **Continue Application**.
- Please select the **Source of Complaint** from the drop down. **Enter** where the complain is occurring on the property, (i.e., rear, front, etc.), and then Enter the description of the complaint (i.e., shed without permit, junk and debris, more than 5 hens, etc.). Then select **Continue Application**.

Welcome to DuPage County

Register for an Account Reports (1) Login

Home Building Zoning Public Works Division of Transportation (DOT) Stormwater **Complaint / Registration / Certificates** Liquor Inspections

Create an Application or Complaint Search Applications

Enter a Complaint

1 Location of Complaint 2 **Complaint Information** 3 Support Documents 4 Review 5 Record Issuance

Step 2: **Complaint Information** > Complaint Information

* indicates a required field.

Complaint Information

COMPLAINT INFORMATION

Source of Complaint: --Select--

Building Code Section 8-117-2 Notice of Violation:

Zoning Ordinance Section 37-1417 Enforcement and Penalties - General:

Stormwater Ordinance Section 16-104 - Notice of Violations:

Other:

Other Description:

* Location on Property:

spell check

* Description of Complaint:

spell check

Save and resume later Continue Application »

- A screen will appear if you would like to upload any documents related to the complaint, this is not required. If you have no documents, please select **Continue Application**.
- You may then review the information before submitting and make any final changes. Once complete, you may select **Continue Application** to submit your complaint.

We hope this tutorial was helpful. If you have any questions, please contact the Building and Zoning Department at 630-407-6700.

Thank you!