

Submitting an enforcement complaint

To submit an enforcement complaint, you will first need to create an account if you do not already have one.

1. Visit <https://ims.dli.mn.gov/ims/Account/Login> (most compatible in Google Chrome)
2. Click “Register as a New User”

➔ Please Log In

Email

Password

Remember me

Register as a New User

Forgot Password?

Continue as Guest

3. Fill out the required areas and select “register”. **Please note that the email address you provide will be your User ID in the system**

Full Name John Smith

Email john.smith@outlook.com

Password *****

At least 6 characters, 1 special character, 1 number, 1 uppercase, 1 lowercase

Confirm password *****

The password and confirmation password do not match.

4. You will see the message below.

✉ Registration Pending

Confirmation email sent

This may take a minute or two.

Once received, please click the link in the email to continue.

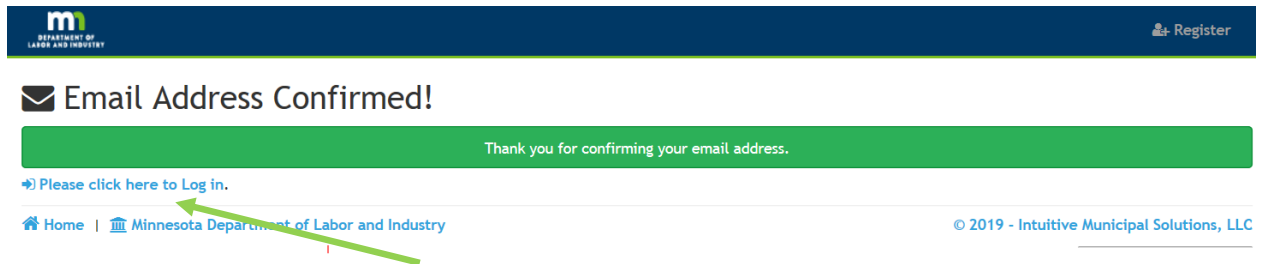
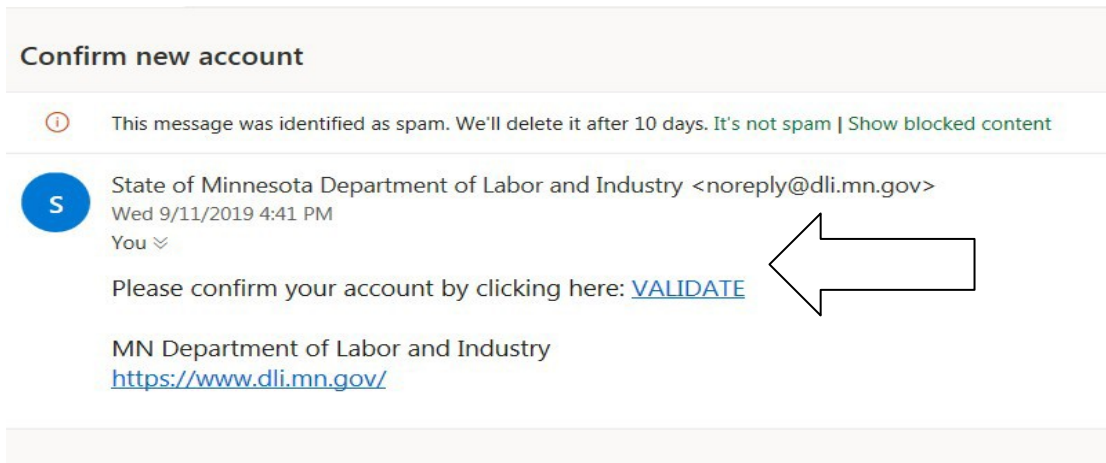
Note: Check your junk/spam folder for confirmation email from noreply@dli.mn.gov..

The link is valid today only.

For registration assistance, please contact ims.support.dli@state.mn.us

⏪ Back to Login

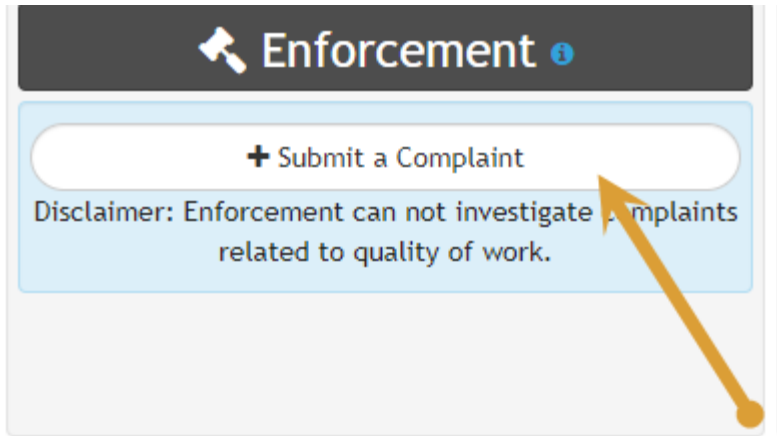
- After creating the account, a verification email will be sent to the email address provided. Open the email and click on VALIDATE to confirm your account. The confirmation email expires in 24 hours; therefore, if you do not click on validate during this timeframe you will need to repeat the above process. If you do not see this email within 5-10 minutes, check your junk/spam folder. For additional assistance send an email to lyndy.logan@state.mn.us or ashley.buck@state.mn.us and ask that your email account be validated.
- After you click on VALIDATE the following confirmation notice will display:



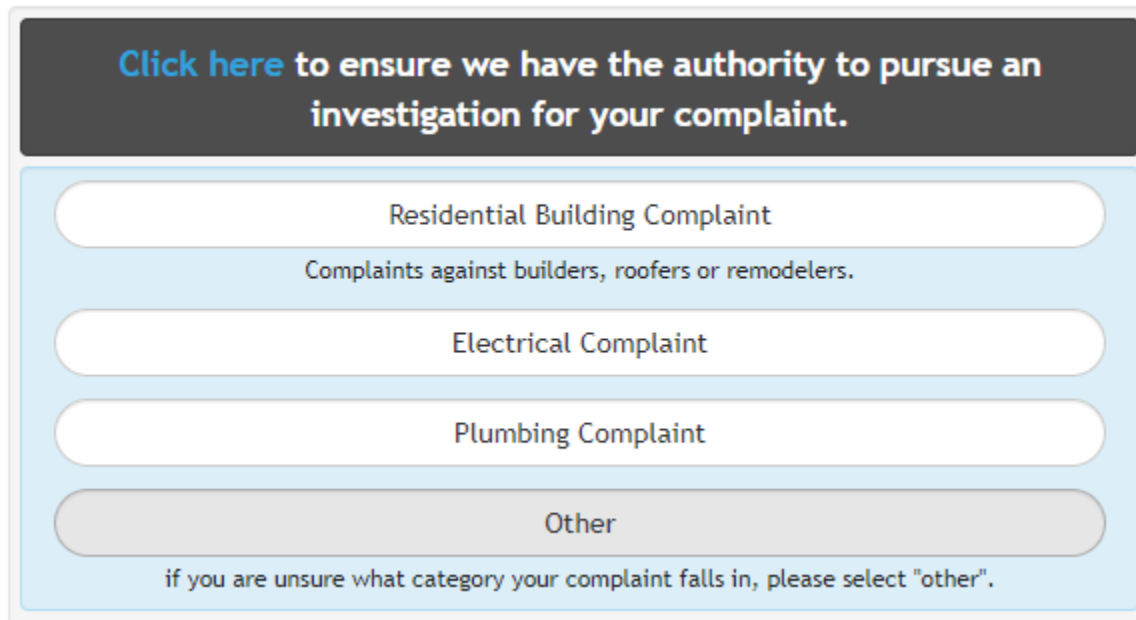
- Click on “Please click here to Log in”
- After logging in you will be brought to your Account Profile. Add information and Click Save. You can update your Account Profile at any time by clicking on your name on the upper right.

To Submit your complaint:

1. In the Enforcement tile, click “Submit Complaint”



2. Select one of the Complaint types that best fit your complaint.



3. Enter the address of the location where the complaint took place. Note that once you start typing in an address, google may autofill the rest. Click “next” when finished.

Please enter the address of the complaint location.

Number	<input type="text" value="443"/>
StreetName	<input type="text" value="Lafayette Rd"/>
City	<input type="text" value="St Paul"/>
County *	<input type="text" value="Ramsey County"/>
State	<input type="text" value="MN"/>
Zip	<input type="text" value="55155"/>

labor and Industry

4. On the "Complaint Information" page:
 - a. Select "Yes" or "No" under the 'Authorization" **please read the subtext carefully.**
 - b. Add a detailed description of your complaint.
 - c. Enter the project start date and estimated completed date if applicable. Also add a proposed resolution.
 - d. Describe your desired resolution.
 - e. When completed, click "Next".

Please enter details below

Authorization

Release of Information Yes

By selecting "YES" I hereby authorize the Department to release my name and a copy of the complainant to the subject of the complaint for purposes of furthering the underlying investigation. Select "NO" if you do not authorize the release of this information.

Complaint Description

Complaint Description *

Describe complainant here

Please enter a detailed description of your

Complaint Information

Date Project Started

Date Project Completed

Proposed Resolution

Proposed Resolution *

Resolution here

Please explain what you want the contractor to do to resolve your complaint

Discard

Undo

Next

- On the Contractor Information page, enter as much information on your contractor as you can. Please include the license number if you have it.

Contractor **Me**

If you are unable to find your Contractor in the search box, manually enter the information here.

Contractor Name	Test Contractor
Contact Name	John Smith
License Number	BCXXXXXX
Address	123
Unit	Murray St
City	Acoma Township
State	MN
Zip	55344
MobileNumber	
E-Mail	

- On the “Relevant Documents” page, please upload ONE document of any supporting documents. This might include a copy of your signed contract, emails, etc. Click “Next”

Please include documents to support your claims such as contracts, proposals, change orders, etc. Please combine all documents into one PDF.

Choose Files Smith Complaint.pdf

Drag and Drop in Some Browsers

File Limitations
Size limited to: 15 MB
Accepted Formats: .JPG, .JPEG, .TIFF, .TIF, .BMP, .PNG, .PDF

Discard Skip Next

7. Review the information you have provided on the summary screen. If you have additional edits to make that this time, click on the “orange edit” icon found in any of the tiles. You can also upload additional files in the files tile if you have additional documents you would like to provide. If your complaint is complete, click “Submit”

The screenshot shows a web interface for submitting a complaint. It is divided into four main sections: Basic Information, Contacts, Files, and Complaint Information. At the bottom, there are two buttons: Discard and Submit. Annotations include a red circle around the orange edit icon in the Basic Information section, another red circle around the green upload icon in the Files section, and an orange arrow pointing from the top right towards the Submit button.

Section	Field	Value
Basic Information	Location	443 Lafayette Rd St Paul, Ramsey County, MN 55155
	Complaint Description *	Please provide as much detail ...
Contacts	Respondent	John Contractor
Files	Signed Contract	10/30/2020
Complaint Information	Date Project Completed	
	Date Project Started	
	Proposed Resolution	Please have to contract...

Buttons: Discard, Submit

8. You will get confirmation if your complaint has been successfully submitted. You will receive notification on the status of your complaint once it has been reviewed.