



File a Complaint

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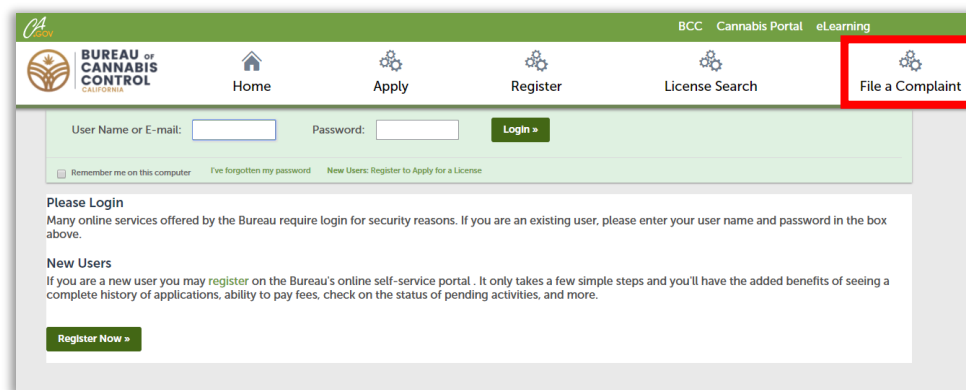
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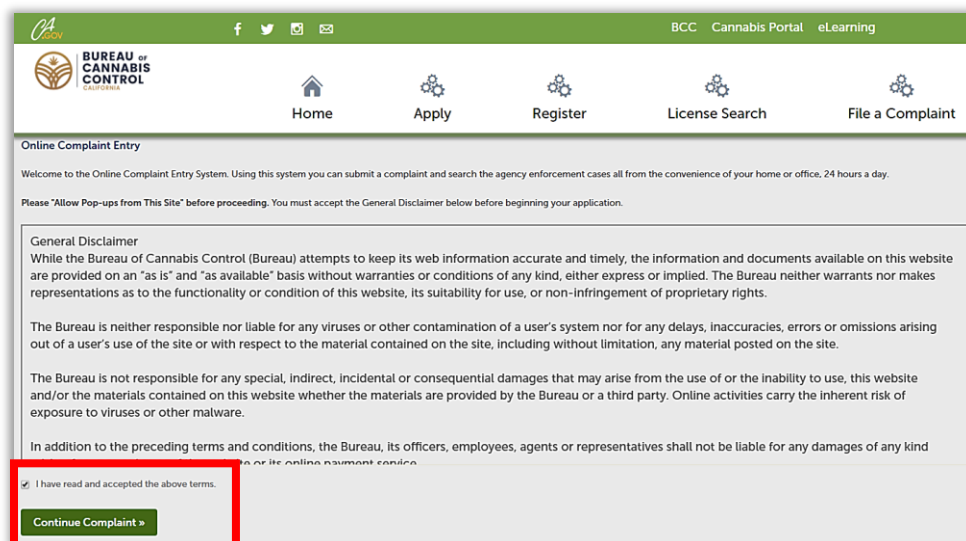
Filing a Complaint

You can use the Bureau of Cannabis Control website to file a complaint about cannabis-related activities, concerning either a licensed business or unlicensed persons or businesses. Your contact information helps us effectively investigate your concerns, but is not required.

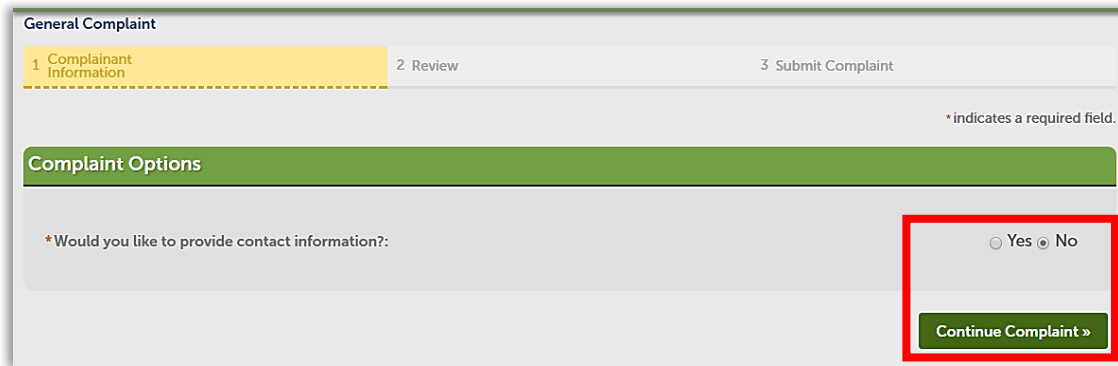
You may file a complaint without creating an account or logging in.



After clicking on **File a Complaint**, a Disclaimer statement displays. Click the checkbox that you've read the General Disclaimer and terms, then click **Continue Complaint**.



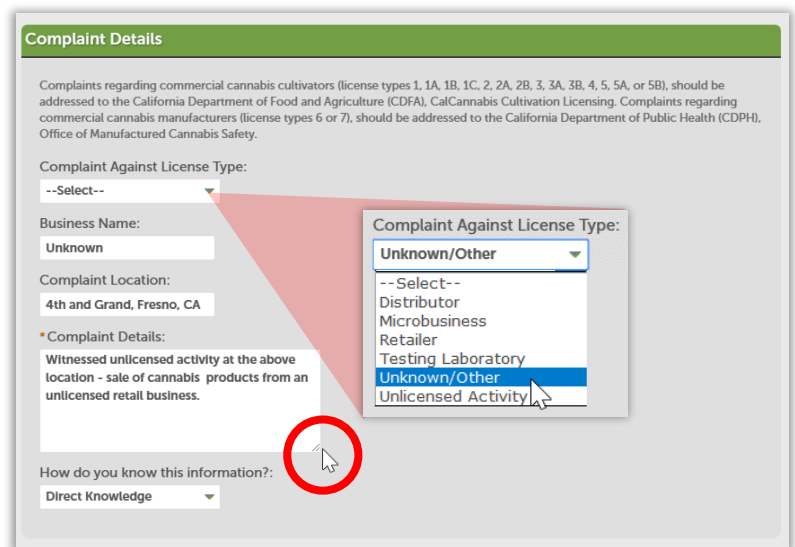
The **Complaint Options** screen displays. We're on Step 1 of the process, entering **Complainant Information**. To enter a complaint without providing your contact information, click **No**. Then click **Continue Complaint**.



Complaint Details

Fill in the **Complaint Details** section next.

1. **Complaint Against License Type** – select the type of license held by the person or business that is the focus of your complaint. If you don't know, you can choose **Unknown/Other**. If the person or business is not licensed by the Bureau of Cannabis Control, pick **Unlicensed Activity**.



*Note that your complaint may be outside the authority of the Bureau. To file a complaint against a cannabis cultivator, contact the California Department of Food and Agriculture's **CalCannabis Licensing***

Division. For a manufacturer of cannabis products, you may file a complaint with the California Department of Public Health's **Manufactured Cannabis Safety Branch**.

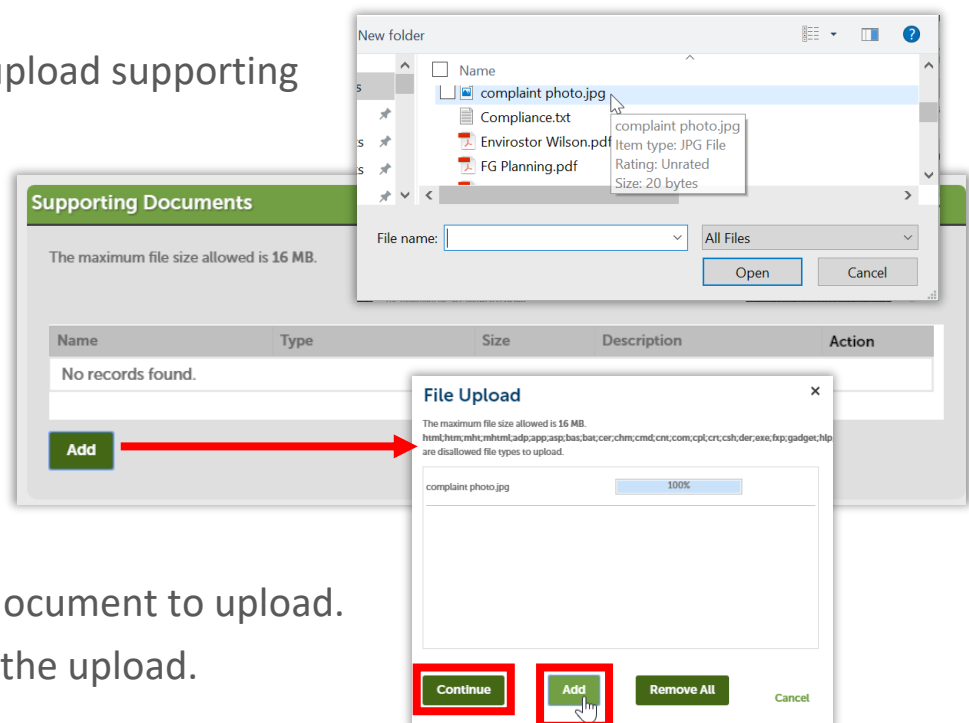
2. **Business Name** – enter if applicable, or known.
3. **Complaint Location** – enter a specific address or physical location where you encountered these activities.
4. **Complaint Details** – this is a required field; enter a description, up to 4,000 characters. You can expand the box to see more of your entry.
5. **How do you know this information?** – select from **Direct Knowledge**, **Provided by a Third Party**, or **Other**. Selecting **Other** displays another (required) field for **Other Source**.

Supporting Documents

Use this section to upload supporting documents or photos.

Click **Add** for a popup window to upload files. Click **Add** again to open a **File Explorer** dialog. Select your document to upload. Click **Open** to begin the upload.

In the **File Upload** window, click **Continue** to return to the **Supporting Documents** section.



Next, add descriptions of your uploaded documents or photos.

The screenshot shows the 'Supporting Documents' form. At the top, it states 'The maximum file size allowed is 16 MB.' Below this is a table with columns: Name, Type, Size, Description, and Action. The table is empty with the text 'No records found.' below it. In the 'File' section, the file 'complaint photo.jpg' is listed with a 100% progress bar. The 'Description' field is highlighted with a red box and contains the text 'Photo of unlicensed business.' Below the description field are buttons for 'Save', 'Add', and 'Remove All'. At the bottom right is a 'Continue Complaint »' button.

Click **Save** to add the documents to your complaint. After saving, the document you just uploaded is listed in this section.

This screenshot is identical to the previous one, but the 'Save' button is highlighted with a red box. The 'Description' field is also highlighted with a red box.

Click **Continue Complaint**.

The screenshot shows the 'Supporting Documents' form after saving. The table now contains one row: 'complaint photo.jpg' with a size of '20 bytes' and a description of 'Photo of unlicensed business.' The 'Action' column for this row has a dropdown menu labeled 'Actions'. The 'Save' button is no longer visible. The 'Continue Complaint »' button at the bottom right is highlighted with a red box.

Review the Complaint

The final step in the process is **Review**. Look through the different sections you just entered for your complaint. If necessary, you can use the **Edit** buttons to make changes.

Click **Continue Complaint** when you're ready.

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type											
General Complaint											
Complaint Options											
Would you like to provide contact information?:	No										
Complaint Details											
Complaint Against License Type:	Unlicensed Activity										
Business Name:	Unknown										
Complaint Location:	4th and Grand, Fresno, CA										
Complaint Details:	Witnessed unlicensed activity at the above location - sale of cannabis products from an unlicensed retail business										
How do you know this information?:	Direct Knowledge										
Supporting Documents Edit											
<p>The maximum file size allowed is 16 MB. html;htm;mhtml;adp;app;asp;bas;bat;cer;chm;cmd;cnt;com;cpl;crt;cs;der;exe;fpx;gadget;hlp;hpp;hta;inf;ins;isp;its;jse;ksh;lnk;mad;... are disallowed file types to upload.</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Size</th> <th>Description</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>complaint photo.jpg</td> <td></td> <td>7 bytes</td> <td>Photo of unlicensed business.</td> <td>Actions ▼</td> </tr> </tbody> </table>		Name	Type	Size	Description	Action	complaint photo.jpg		7 bytes	Photo of unlicensed business.	Actions ▼
Name	Type	Size	Description	Action							
complaint photo.jpg		7 bytes	Photo of unlicensed business.	Actions ▼							
Continue Complaint »											

A confirmation message tells you your complaint was successfully submitted.

