



Citizen Self Service (CSS) File a Complaint Against a Contractor

Purpose: To provide guidance on how to file a complaint against a contractor on CSS.

1. Go to **Citizen Self Service** Site.
2. **Register**- To register on CSS the user can click on the **Login or Register** box and select Register. This will bring up a page that requires an email address to create an account.



3. Use one of the following options to **Register** or **Log In**:

Sign in to community access services.

 Sign in with Google

 Sign in with Apple

 Sign in with Microsoft

 Sign in with Facebook

OR

Email address

Password

Remember me

[Forgot password?](#) [Unlock account?](#) [Help](#)

Don't have an account? [Sign up](#)

Note: If registering for the first time, to proceed with enrollment, the user must click the link in the confirmation email which will be sent to the email the user provides at registration.



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- Once logged in, click on the **Service Request** button on either the top header bar in black or the shortcut on the homepage.

ST. LUCIE COUNTY FLORIDA

SLC EnerGov

Home Dashboard Apply Fee Estimator My Work **Service Request** Help Center & Links Pay Invoices Today's Inspections Calendar Map Search

Coming Soon!
The St. Lucie County Planning and Development Services Department is in the process of launching a new online platform (known as Tyler EnerGov) for permitting, planning, code enforcement, and contractor licensing.
See the announcement: [Click](#)

Welcome to St. Lucie County's Citizen Self Service

- Map**
Explore the map to see the activity occurring in your neighborhood.
- Search Public Records**
This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses.
- Apply**
This tool can be used to apply for a permit, plan or license.
- My Account**
Click here to access your account information.

- The **Service Request Access** Page opens up. Click on the **Having an issue? Create a New Request** button.

Service Request Access | St. Lucie County

[View Request Statistics](#)

Welcome to St. Lucie County's Service Request Access

See something amiss? Report it.

St. Lucie County's Service Request Access is not for emergency situations. Please dial 911 for emergencies.

Having an issue? Create a New Request >

View Existing Requests

See what requests are open in your neighborhood

[View Requests](#)



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6. Enter **Contractor Complaint Affidavit** as the request type.

The screenshot shows a web form titled "Make a request" with a "Portal Home" button in the top right. Below the title is a text input field labeled "Enter a request type *" which contains the text "Contractor Complaint Affidavit". A red rectangular box highlights this input field.

7. Select the **location** of the Complaint.

The screenshot shows the "Make a request" form with the "Contractor Complaint Affidavit" request type. Below this, there is a section titled "SELECT A LOCATION" with the instruction "Search for a location using the map below". The address "3000 Curtis King Blvd, Fort Pierce, FL, 34946, USA" is entered, and a "Clear Location" link is visible. A map interface is shown with a search bar containing "3000 Curtis King Blvd, Fort Pierce, F" and a search icon. A dropdown menu is open over the map, displaying the following information:

Address	3000 Curtis King Blvd, Fort Pierce, FL, 34946, USA
Latitude	27.488339020632367
Longitude	-80.36593499610477

----- Go to the next page for the following step. -----



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8. Enter the **Request Details**. **Name and address of complainant is public record and can be accessed by the public via a [Public Records Request](#).**

When complete **Click Submit**.

ENTER REQUEST DETAILS

Description
I paid a contractor \$10,000 to renovate the airport bathroom. The contractor took my money and never completed the job.

Complainant Address *
2300 Virginia Ave

Complainant Date of Birth
5/5/1960

License Number

Company Name: *
We Do Bathrooms for Cheap

License Holder Name *
John Smith

Address:

Phone Number:

I have paid: *
10000

To (person's or company's name): *

By: (Check, Money Order, Other) *

If payment type is other, please specify:

Clearly and in detail state your complaint

I first learned of the above-named company through *
Facebook

In order to settle this complaint, *
I would like a refund or the work completed.

I have contacted the above-mentioned *
Yes

Dates Contacted *
04/06/2022

Is a Private Attorney involved? *
No

The following documents are included: *
Contract, Facebook Ad, Pictures

Attached hereto and made part hereof

Drag and drop file to upload
Or select a file

ENTER CONTACT INFORMATION

Contact information will only be visible by agency staff. [Clear Contact](#)

First name *
SLC

Last name *
EnerGov

Phone number

Email address
slcenergov@gmail.com

[Cancel](#) [Submit](#)



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9. Once Submitted a **Request #** pops up. **Keep this number for your records.**

The screenshot displays the 'Service Request Access | St. Lucie County' web interface. A modal window is centered on the screen, indicating that a request has been successfully submitted. The modal contains the following text:

Thanks! Your request has been submitted.

Request #CODE140 submitted on 4/7/22
Keep this for your records.

An 'Ok' button is located at the bottom of the modal. In the background, the form fields for 'First name *' (containing 'SLC') and 'Phone number' are visible, along with a 'Clear Contact' button and 'Cancel'/'Submit' options at the bottom right.