How to Submit an Environmental Health Complaint, Concern, or Inquiry

Public Health—Seattle & King County's Environmental Health Services Division receives inquiries from community members about environmental health topics.

Select the topic below to go to those instructions.

- Submit a new request, inquiry or a complaint case
- View existing requests

Submit a New Complaint, Concern, or Inquiry

*Note: We recommend using <mark>Microsoft Edge or Google Chrome browsers</mark> for the Service Request Access. Maps will not display when using Firefox as a browser for some systems.

1. Navigate to the Service Request Access page.

Go to the following link: King County Public Health's Service Request Access. You can also access this webpage through the Public Health Permit Center homepage by selecting the **"Submit a complaint or inquiry"** square.

2. Sign in or create an account

Select **"Sign in"** in the upper right corner of the homepage. This step is optional but encouraged. <mark>To view and track your complaint, you need to create an account.</mark> If you have an account for the Public Health Permit Center, you will be prompted to sign in with that account information.

3. Select the appropriate request type.

Select the type of request from the list.

- If you're unsure which category to choose or simply want to ask a general question, select **"General Inquiry."**
- If you are looking for a different type than displayed, select **"Don't see what you're looking for? Create a new request."**
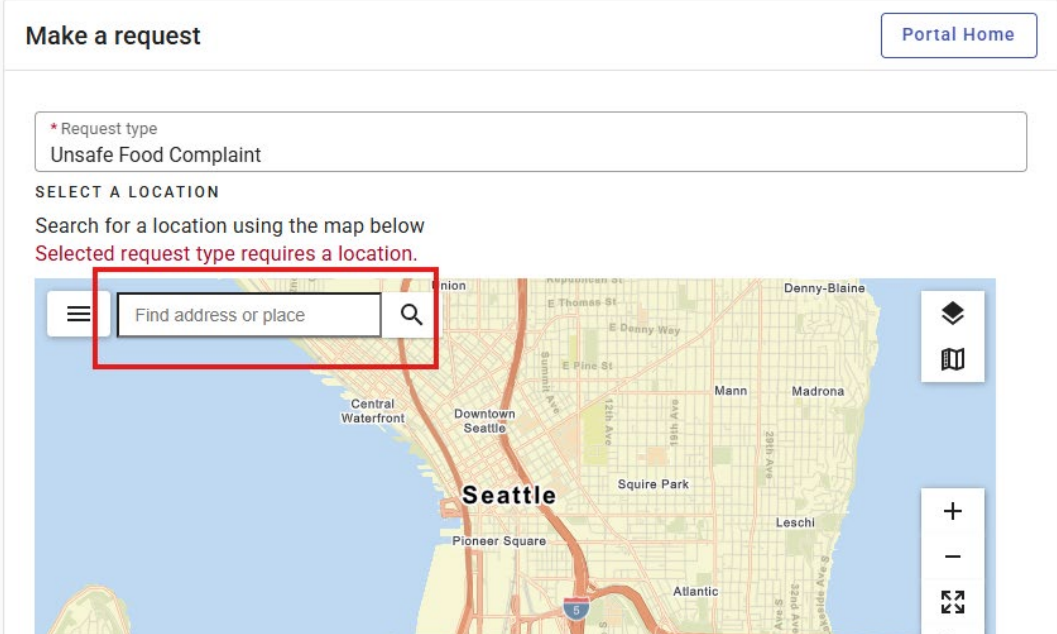

4. Provide request details.

You will be prompted to a form requesting different information depending on the type of complaint, inquiry, or request. All required fields will be marked with a red asterisk (*). We strongly recommend providing a detailed description of the issue. If there is not enough information, we may not be able to process your request.

==Important guidance for selecting a location for requests:==

- Select a location by typing in the address information in the **"Find address or place"** search **NOT** by zooming in and selecting a specific location on the map.
- You will need to type the majority of the address into the search for the correct address to display.
- If you click on the map to select a location it will not save this information and you may not be able to submit the request.
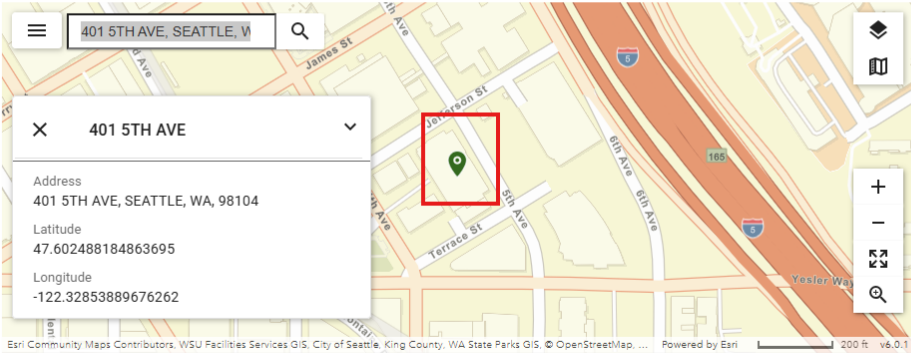

You will know that you have successfully selected a location for the request when the pin on the location is green on the map. If the pin is red (not green), the location has not been saved to the request and you may not be able to submit.

If the address selected on the map is not the exact location of the complaint/ inquiry/ request that you are submitting, you can indicate this by checking off the **"selected location is an approximate address"** box.
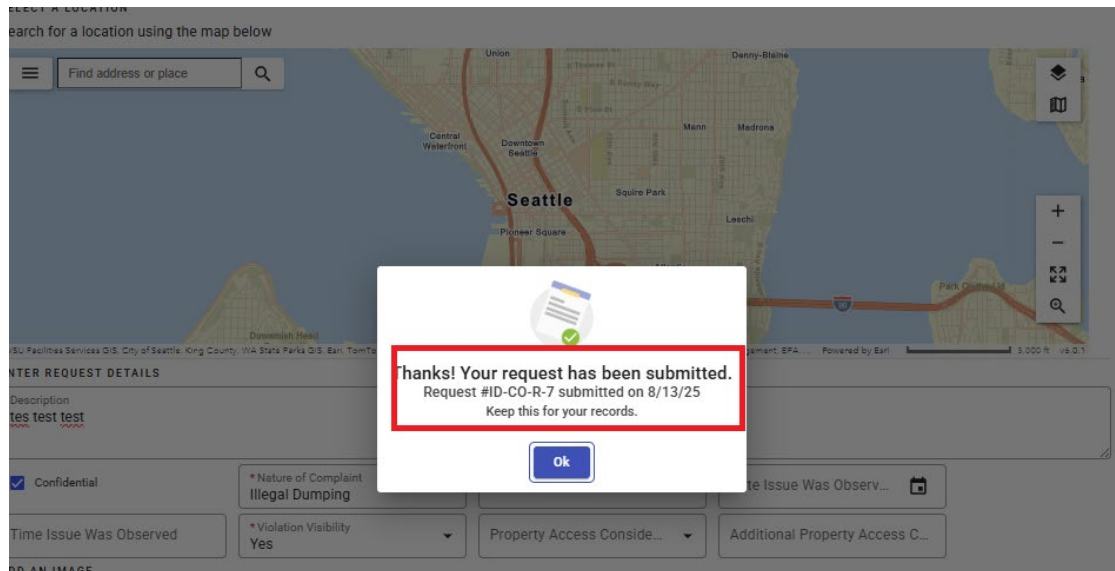

5. Submit the request.

Once you have added all details, select the submit button in the lower right corner of the screen.

==*IMPORTANT:* If you are not logged into your account, you need to save the "Request ID" Number that pops up after submitting your request.== If you do not save this information, you will not be able to check the request status.

View existing requests

View requests when you're logged into your account.

1. Select the **"View my Requests"** link on the portal home when you are logged into your account.
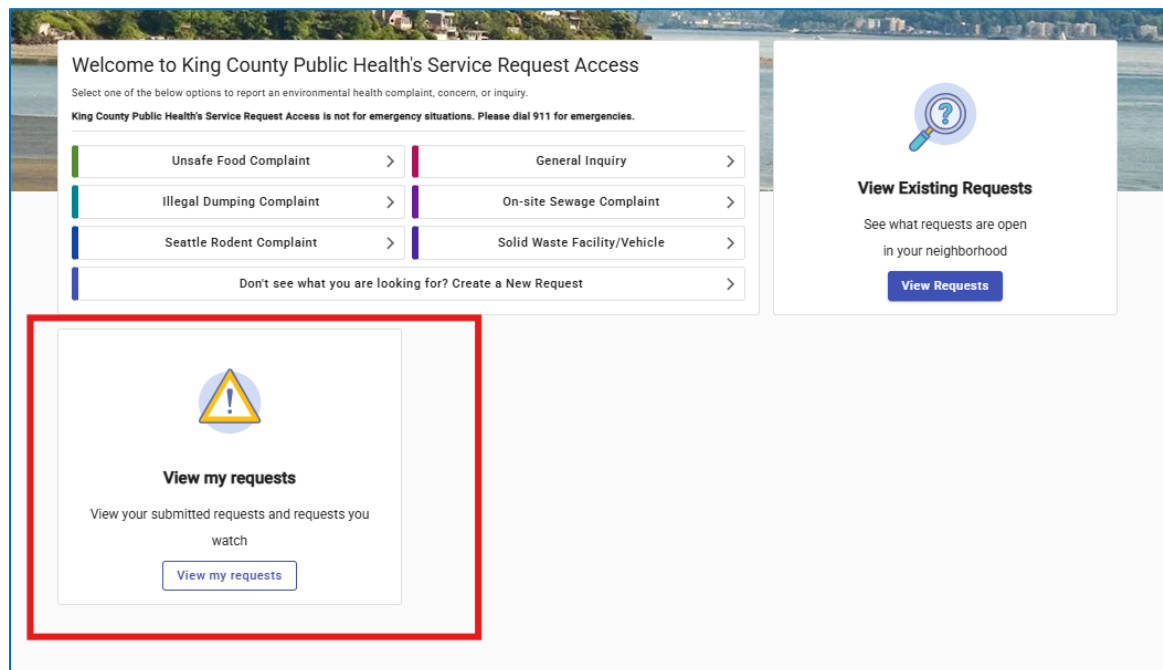
2. You will be redirected to the Recent Requests page, filtered to show your account requests. Note: In this page, you can also search for and follow a request submitted by someone else(if you know the case number).

kingcounty.gov/health/complaints

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