Office of Commissioner of Insurance and Safety Fire
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Instructions to Submit Manufactured Housing Consumer Complaints on the New OCI Online Portal

Here are the instructions for a Homeowner of a HUD Qualified Manufactured Home to submit an online Manufactured Housing Consumer Complaint through the OCI Online Portal. Please follow the instructions carefully to ensure your compliant is submitted properly. To get started you the homeowner will need to create an account, and then you can submit your complaint. By creating the account will access to your complaint file, the ability to upload more supporting documents, review your inspection report, and to submit questions or comments concerning your complaint.

Instruction to Create Account

Step 1	Open the following link by copying and pasting the link into your browser or by clicking on the link: https://www.citizenserve.com/Portal/PortalController?Action=showHomePage&ctzPagePrefix=Portal_&installationID=360
Step 2	Click on Login or My Account located on the top right corner of the OCI Online Portal Webpage
Step 3	Click Register Now
Step 4	Choose your Registration Type which will be CONTACT
Step 5	Complete all required fields including your mailing address
Step 6	Click the **SUBMIT** button at the bottom of the page then click **OK**
Step 7	You will receive a Confirmation email confirming the creation of your account
Step 8	Login to your account using your Username & Password. Click Service to see all the service we offer
Step 9	Maintain your Username & Password in a secure location where only you have access to it

Instructions to Submit a Consumer Complaint

Step 1	On the OCI Online Portal Home Page Click SERVICES then Click COMPLAINTS
Step 2	Click Submit a Complaint ⬆ Submit a complaint
Step 3	Type a brief describe of your complaint
Step 4	Select the TYPE of Complaint you are submitting
Step 5	Enter your Home Address, City, State and Zip Code and Click Find Address
Step 6	Complete all required fields marked with a red line I
Step 7	Click **SUBMIT** and **OK**
Step 8	You will receive a Confirmation email confirming your complaint has been received and is under review

Instructions to Check the Status of Your Complaint

Step 1	On the OCI Online Portal Home Page Click MY ACCOUNT
Step 2	Click View my requests 🔭 View my requests
Step 3	In the dropdown box select View My Complaints [View My Complaints ⌄]
Step 4	Click on the FILE# highlighted in blue
Step 5	On this page you can view your complaint, upload more documents, view your inspection report, and make comments in the message system 💬 Leave message
Note	Periodically you receive emails informing you about status updates regarding your complaint.