How to Make a Complaint to DNS

By Telephone- (414) 286-2268
Call during business hours, Monday through Friday
8:00 A.M. to 4:30 P.M. (CST) The number to call is
414-286-2268. You can request that your name be
confidential. You will be asked for the address of the
property and a description of the problem. They will
need your name and number so if the inspector needs
more information or you wish a call back, we can do
that. Depending on the season, staffing conditions
and type of complaint, the typical response time is a
day to a week. More urgent complaints (no water or
heat) are typically answered within 24 hours
(excluding weekends).

1. At a computer log in and go to the City home page:
   www.city.milwaukee.gov

2. On the City’s home page on the right upper corner,
click on the link for “Click For Action”.

3. A new window will open and you can select from a
list of conditions that the City responds too. Find the
match for your request and click on it. Another window
will open. In our example we’ve selected “Building in
Disrepair”

4. As you enter the address a window will open to help
you pick it. If a duplex, use the LOWER number. If you
know the owner’s contact information fill it in. Add your
contact information so the inspector can contact you
for entry or follow-up questions.

5. IMPORTANT! Check the box YES if you want your
complaint to remain confidential. DNS will not release
your name unless ordered to do so by a court.

6. Click on Submit Request. You are done!

7. If you subscribe to E-Notify (also on the home page
www.city.milwaukee.gov) you will be sent updates
at each step of the inspection process, i.e., complaint
entered, disposition of inspection, orders issued (if
needed), resolution of order (muni court, citation,
reinspection fee), permits, etc. You can also monitor
property in your neighborhood. Click on the E-Notify
button also on the City Home page to begin,