



CONNECTICUT DEPARTMENT OF CONSUMER PROTECTION

MICHELLE H. SEAGULL | COMMISSIONER

November 2, 2022

From the Office of M. Caitlin S. Anderson
Liquor Control Division Director

RE: Online and Anonymous Complaints Now Accepted

The Liquor Control Division is now accepting online complaints and anonymous complaints through the eLicense system. The system will allow you to enter all information about your complaint and upload any documents or pictures. You may disclose your name and contact information, or you may remain anonymous.

To file an anonymous complaint:

1. Visit www.elicense.ct.gov.
2. Scroll down to “More Online Services” and click “File a Complaint.”
3. Click the “File a New Complaint/Claim” button.
4. Select “Liquor Control” under the “Type of Complaint” menu.
5. Fill in the information for the premise that is the subject of your complaint and proceed to the next screen.
6. Input your name and contact information or select the anonymous button. *Note that this is the **only** way to submit a fully anonymous complaint.*
7. Click through the next informative prompts.
8. Fill in the information about your complaint and upload any documentation (photos, receipts, videos, etc.).

The Department encourages you to include your name and contact information with a complaint, as we may need more details from you to start an investigation. If you submit an anonymous complaint, the Department cannot contact you for additional information, nor will you receive updates about your complaint. Although you do not need an eLicense account to submit a complaint, you may log into your account if you have one or create an account before you begin if you would like to save a copy of your complaint. Note that all complaint information submitted through the eLicense system is subject to the Freedom of Information Act.

For more information about filing complaints, please visit our [complaint website](#). If you have any questions about submitting an online complaint or an anonymous complaint, please contact the Liquor Control Division by email at dcp.liquorcontrol@ct.gov.

The Department of Consumer Protection, through the Liquor Control Commission, oversees all sales of alcoholic beverages in the State of Connecticut.

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