



# How to File a Complaint

## *With The Alcoholic Beverage Regulation Administration*

When filing a complaint, please make sure you provide as much information as possible for our Enforcement Division. There are four ways the Public can file a complaint...

### **1 ABRA Hotline** **(202) 329-6347**

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Calls are answered until 2am on weekdays and 3am on weekends.

### **3 ABRA Website** **([www.abra.dc.gov](http://www.abra.dc.gov))**

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1. Access the Education and Services tab on the top-left of the page
2. Select "Forms"
3. Select Complaint Form
4. Email completed form to William.Hager@dc.gov

### **2 Dial 311** -----

ABRA has a partnership with the DC Office of Unified Communications. The public may call 311 after business hours for non-emergency matters.

### **4 DC311** **(Smartphone App)**

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Download the DC311 smartphone application. DC311 enables users to report issues in their neighborhood instantly. Visit [ouc.dc.gov/page/dc-311-smartphone-app](http://ouc.dc.gov/page/dc-311-smartphone-app) for more information.

Please be assured that the ABRA's Enforcement Division investigates complaints from the public thoroughly.