



Regulatory Licensing and Permitting System (RLPS) Citizen Portal

RLPS Citizen Portal: Presentation Content

- Citizen Access Complaint
 - Site address: <https://rlps.abc.tn.gov/citizenaccess/>
 - Types of complaint
 1. Anonymous Complaint
 2. Complaint
 - Complete a Complaint Application



RLPS Citizen Portal: Types of Complaint

- **Anonymous Complaint**

The person who filed the anonymous complaint does not provide his or her contact information.

- **Complaint**

The person who filed the complaint does provide his or her contact information. This detail will help TNABC during the complaint investigation .

These type of complaints can also be completed as an RPLS account holder.

RLPS Citizen Portal: Complaint

- Enter <https://rlps.abc.tn.gov/citizenaccess/> in the web browser

The screenshot displays the Tennessee Alcoholic Beverage Commission (TABC) Regulatory Licensing Permit System (RLPS) Citizen Portal. The header includes the TABC logo and the text "Alcoholic Beverage Commission". Below the header, there are navigation links for "Substitute Form For Required Documents" and "TABC Main Website". The main content area features a search bar, a "Home" tab, and a "Licenses" tab. A "Login >" button is visible. Below the login section, there is a "Welcome to the TABC Regulatory Licensing Permit System" message and a link to file a complaint.

Welcome to the TABC Regulatory Licensing Permit System.
We are pleased to offer our citizens, businesses, and visitors access to Tennessee State government services online, 24 hours a day, 7 days a week.

The Tennessee Alcoholic Beverage Commission is fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide, you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

To file a COMPLAINT regarding a TABC licensee, click the Licenses tab and accept the disclaimer. You will then be taken to the Complaint Intake Form.

RLPS Citizen Portal: Complaint

- Without logging into RLPS, click the “Create an Application” link or the “Licenses” link to get to the Complaint form.

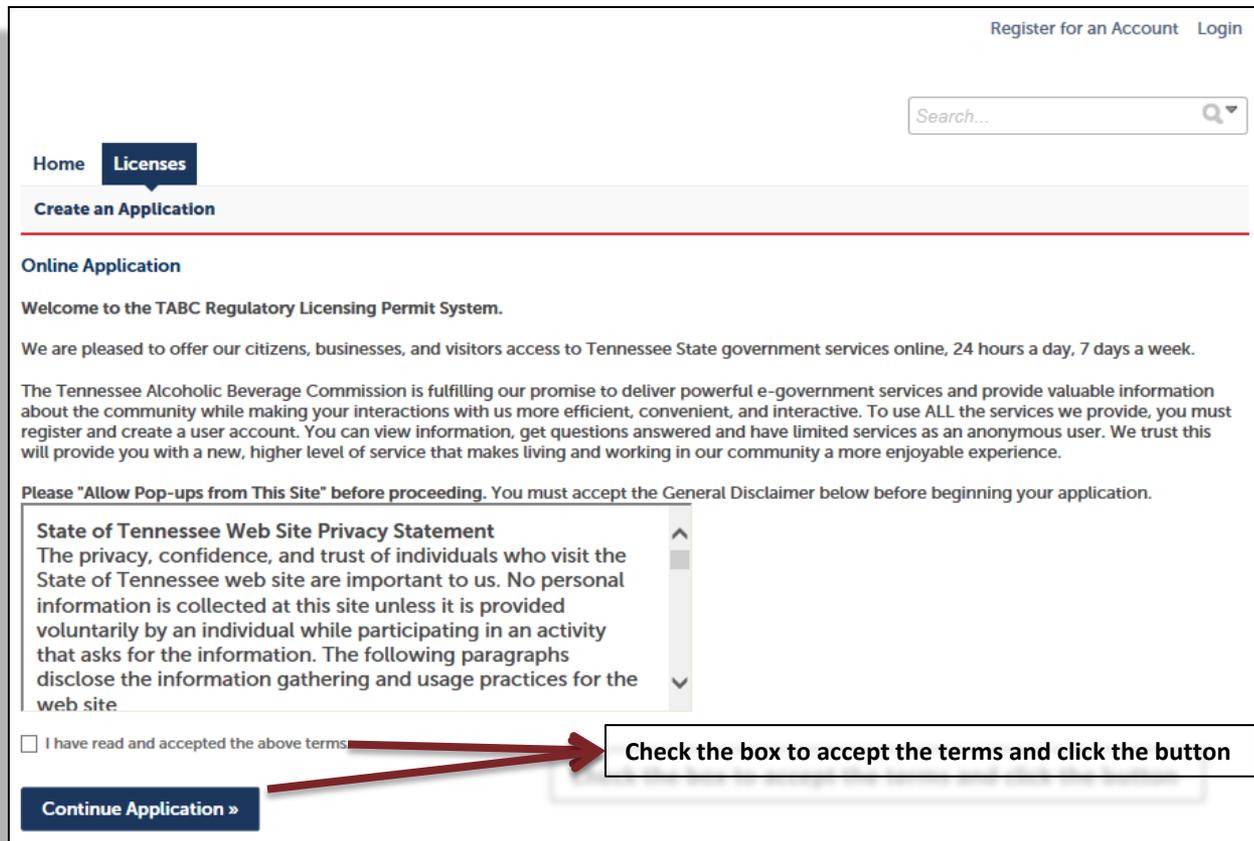
The screenshot shows the RLPS Citizen Portal homepage. At the top, there are navigation links for "Home" and "Licenses". Below these is an "Advanced Search" dropdown. A login section contains fields for "E-mail:" and "Password:" with a "Login »" button. Below the login fields are links for "Remember me on this computer", "I've forgotten my password", and "New Users: Register for an Account". A welcome message follows, stating "Welcome to the TABC Regulatory Licensing Permit System." and providing information about the system's availability and services. A red text block states: "To file a COMPLAINT regarding a TABC licensee, click the Licenses tab and accept the disclaimer. You will then be taken to the Complaint Intake Form." Below this is a dark blue section titled "General Information" with the text "Search for a Provider/Education". At the bottom, there is a "Licenses" link and a "Create an Application" link. Red arrows point from the "Licenses" link at the top and the "Create an Application" link at the bottom to a callout box on the right that says "Click to start a complaint".

Click to start a complaint



RLPS Citizen Portal: Complaint

- Acknowledge the TN Privacy Statement



Register for an Account Login

Search...

Home Licenses

Create an Application

Online Application

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The Tennessee Alcoholic Beverage Commission is fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide, you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

State of Tennessee Web Site Privacy Statement

The privacy, confidence, and trust of individuals who visit the State of Tennessee web site are important to us. No personal information is collected at this site unless it is provided voluntarily by an individual while participating in an activity that asks for the information. The following paragraphs disclose the information gathering and usage practices for the web site

I have read and accepted the above terms

Continue Application »

Check the box to accept the terms and click the button



RLPS Citizen Portal: Complaint

Note: Do not add contact information if you wish to remain anonymous for the complaint (just Continue Application)

Home Licenses

Create an Application

Complaint

1 Contacts and Addresses 2 Additional Information 3 Review 4 Record Issuance

Step 1: Contacts and Addresses > Contact Information

* indicates a required field.

Complainant

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Add New

Save and resume later

Continue Application >

DO NOT USE THIS LINK WHEN SUBMITTING A COMPLAINT.

Click to continue



RLPS Citizen Portal: Complaint

If you choose to include your contact information, then complete the form.

The image shows a screenshot of the RLPS Citizen Portal. On the left, the 'Complaint' section is visible, with a progress bar showing three steps: 1. Contacts and Addresses, 2. Additional Information, and 3. Review. The current step is 'Step 1: Contacts and Addresses > Contact Information'. Below this, there is a 'Complainant' section with an 'Add New' button and a 'Save and resume later' button. A red arrow points from the 'Add New' button to the 'Contact Information' modal on the right.

The 'Contact Information' modal is titled 'Contact Information' and contains the following fields:

- First:
- Middle:
- Last:
- Primary Phone:
- Secondary Phone:
- E-mail:

Below the contact fields is a section for 'Contact Addresses' with an 'Add a Contact Address' button. Below this is a table showing 0 records found.

| Address Type | Address | Action |
|-------------------|---------|--------|
| No records found. | | |

At the bottom of the modal are three buttons: 'Continue', 'Clear', and 'Discard Changes'.



RLPS Citizen Portal: Complaint

- Enter the address of the business that the complaint is regarding.

Home **Licenses**

Create an Application

Complaint

1 **Contacts and Addresses** 2 Additional Information 3 Review 4 Record Issuance

Step 1: Contacts and Addresses > Business Information * indicates a required field.

Address of Business

Enter the address of the business where the incident took place.

* Building Number: Direction: Prefix: * Street Name: Street Type:

Start Here --Select--

Unit Type: Unit No.:

--Select--

* Country: * City: * State: * Zip:

United States TN

* County: Y Coordinator: X Coordinator:

--Select-- No Input Required No Input Required

Clear

Save and resume later [Continue Application »](#)

DO NOT USE
THIS LINK WHEN
SUBMITTING A
COMPLAINT.



RLPS Citizen Portal: Complaint

- Enter the name of the Business/Individual that the complaint is regarding.

The screenshot shows the RLPS Citizen Portal interface. At the top right, there are links for "Register for an Account" and "Login". Below these is a search bar with the placeholder text "Search...". The main navigation menu includes "Home" and "Licenses", with "Licenses" being the active tab. A "Create an Application" button is visible. The "Complaint" section features a progress bar with four steps: 1. Contacts and Addresses (green), 2. Additional Information (yellow, currently active), 3. Review (grey), and 4. Record Issuance (grey). Below the progress bar, the current step is labeled "Step 2: Additional Information > Additional Information". A note indicates that an asterisk (*) denotes a required field. The form area has a blue header "Name of Business" and a section titled "BUSINESS INFORMATION". The first field is labeled "* Name of Business:" and is currently empty.



RLPS Citizen Portal: Complaint

- Complete the form and select the Nature of the Complaint.
- Please also select the Other option to be allowed to enter additional text regarding your complaint.

Complaint Information

COMPLAINT INFO

Date of incident:

Time of incident:

* Have you filed this complaint with another law enforcement agency?:
 Yes No

Other details:

spell check

NATURE OF COMPLAINT

Disorderly House:

Sales to Minors:

Sales to obviously intoxicated patron:

Illegal Drug Activities:

Prostitution:

Sales after 3:00 AM:

Giving away alcohol:

Gambling:

Lewd Conduct:

Hidden Ownership:

Excessive Noise:

Other:

<

Save and resume later **Continue Application >**

DO NOT USE
THIS LINK WHEN
SUBMITTING A
COMPLAINT.

Click to continue



RLPS Citizen Portal: Complaint

- If applicable , upload a document/picture supporting the complaint.

Documents

If you have supporting evidence (photos, documents, etc.) for this complaint, please upload the files below and click Continue. If you do not have any files to upload, click Continue.

The maximum file size allowed is 25 MB.

| Action | Name | Type | Size | Latest Update |
|-------------------|------|------|------|---------------|
| No records found. | | | | |

[Select from Account](#) [Add](#)

[Save and resume later](#) [Continue Application »](#)

DO NOT USE
THIS LINK WHEN
SUBMITTING A
COMPLAINT.

Click to continue



RLPS Citizen Portal: Complaint

- Review your application information
- Edit your entry as needed
- Check that the correct required documents are uploaded
- Acknowledge your entry

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

By checking this box, I agree to the above certification. Date:

[Save and resume later](#) [Continue Application »](#)

DO NOT USE
THIS LINK WHEN
SUBMITTING A
COMPLAINT.

Click to continue



RLPS Citizen Portal: Complaint

- Complaint Application completed and submitted to ABC

The screenshot displays the RLPS Citizen Portal interface. At the top right, there are links for "Register for an Account" and "Login". A search bar is located below these links. The main navigation menu includes "Home" and "Licenses". A "Create an Application" button is visible. The "Complaint" section shows a progress bar with four steps: 1. Contacts and Addresses, 2. Additional Information, 3. Review, and 4. Record Issuance. The current step is "Step 4: Record Issuance", which is highlighted in blue. A green checkmark icon and a message state: "Your record has been successfully submitted. Please print your record and retain a copy." Below this, a message reads: "Thank you for using RLPS Citizen Access. Your Record Number is 17C-N-000025". A red arrow points from a box labeled "New Record ID" to the record number. Another message says: "You will need this number to check the status of your record." At the bottom, there is a button labeled "View Record Details »".





Thank You