

Michigan Online Reporting System Frequently Asked Questions

1. What is the Michigan Online Reporting System?

The Michigan Online Reporting System is a website for mandated reporters to submit complaints of suspected child abuse and neglect to Michigan Department of Health and Human Services.

2. How do I access the Michigan Online Reporting System?

Mandated reporters can submit a complaint regarding suspected child abuse or neglect using the Michigan Online Reporting System by going to www.michigan.gov/mandatedreporter.

3. What are the benefits of using the Michigan Online Reporting System?

- Complaints can be submitted anytime from anywhere
- Mandated Reporter's contact information will be saved for future use
- Complaints can be made immediately rather than waiting on the phone
- Mandated Reporters can attach documents to their complaint
- Mandated Reporters can view their submitted complaints for six months
- The written report/DHS-3200 is not required for online complaints

4. Do I still have the option to call the phone hotline?

The Centralized Intake phone hotline is open 24/7 and remains fully staffed. The Michigan Online Reporting System provides a second option for reporting suspected child abuse and neglect. Do not report online if you already called the hotline.

5. Are there situations when I must call in a complaint instead of using the Michigan Online Reporting System?

Yes, if a child is at imminent risk of injury, death or serious harm - this is an emergency situation. In these situations:

- First, call 911.
- Second, contact the phone hotline at 855-444-3911.

If there is not sufficient information to complete the required sections in the Michigan Online Reporting System, Mandated Reporters should contact the phone hotline at 855-444-3911.



6. Will I still be required to complete a DHS-3200 form for suspected child abuse and neglect?

Complaints made using the Michigan Online Reporting System do not require submission of a DHS-3200. Complaints made by phone still require a DHS-3200 to be faxed or emailed to Centralized Intake within 72 hours.

7. What is the average turnaround time expected for complaints submitted in the Michigan Online Reporting System?

Centralized Intake expects to reach an assignment decision on complaints within the same timeframes as complaints received through the phone hotline. This is typically within one-to-three hours but may take up to 24 hours.

8. Who will review the complaint when it is received?

Complaints received in the Michigan Online Reporting System will be reviewed in the same manner as complaints received from the phone hotline.

9. How will I be notified that my complaint was successfully received in the Michigan Online Reporting System?

A message in the Michigan Online Reporting System will indicate the complaint was successfully submitted. The Mandated Reporter will also receive an email which includes the Intake ID (Log #).

10. Can a mandated reporter file a complaint using a smart phone or tablet?

Yes. The system can be accessed by smartphone, tablet or computer.

11. Do mandated reporters have the option to attach pictures, reports and other supporting documents?

Yes. File types which can be uploaded include png, jpeg, tiff and pdf. Microsoft Word documents will need to be saved as a PDF file to be attached to the complaint.

12. Are there any Michigan Online Reporting System resources available?

Video tutorials and other Mandated Reporter resources will be available at www.michigan.gov/mandatedreporter.

