

Mandated Reporter Online System Frequently Asked Questions

1. What is the Mandated Reporter Online System?

The Mandated Reporter Online 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 Mandated Reporter Online System?

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

3. What are the benefits of using the Mandated Reporter Online 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 your complaint
- Mandated Reporters can view their submitted complaints for six months
- Using the Mandated Reporter Online System replaces the written report / DHS-3200

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

The Mandated Reporter Online System provides a second option for reporting suspected child abuse and neglect. The phone hotline remains fully staffed, and there are certain emergency situations where the phone hotline may be the only option for reporting.

5. Are there situations when I must call in a complaint instead of using the Mandated Reporter Online 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 Mandated Reporter Online 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 Mandated Reporter Online System do not require submission of a DHS-3200. Complaints made by phone still require a DHS-3200 to be filed within 72 hours.

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

A message in the Mandated Reporter Online 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 format to be attached to the complaint.

12. Are there any Mandated Reporter Online System resources available?

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

