



How to File a Complaint

Our team manages complaint intake across all ISD functions, supports permit closures, and ensures each division receives accurate and timely follow-up information.

We accept a wide range of complaints and inquiries through multiple channels, making it easy for residents to report concerns in the way that works best for them. Every complaint is logged in our system and assigned a unique service request number, allowing you to track its progress from start to resolution.

Email

Submit a complaint by email to isd@cityofboston.gov with the property address and a detailed description of the issue. You may include your name and phone number if you'd like to be contacted, but anonymous complaints are also accepted.

Phone

Call **311** or **(617) 635-5300** to report a concern. A representative will ask for:

- Location of the issue
- Nature of the complaint
- Your contact information (optional)

City Portal

Submit a service request online through the City Portal for convenient, trackable reporting.

Mail

You may also send a written complaint to:

Boston Inspectional Services

1010 Massachusetts Ave.

Boston, MA 02118

Please include:

- Location of the issue
- Nature of the complaint
- Your contact information (optional)