**Section 176.245 Enforcement**

a) Duty to Respond to the Secretary of State’s Written Request. Any person or entity providing courses of study or examinations must respond in writing within 10 business days of receiving a written request from the Secretary of State for any information relating to a complaint about a course of study or examination.

b) Inspections. Approved providers must permit the Secretary of State or the Secretary’s designee, at the Secretary’s sole option, to attend any approved course of instruction, whether in person or online, without prior notice at no charge to observe, monitor, audit, and investigate.

c) Complaints. Any person may file a complaint against any provider with the Secretary of State alleging a violation of the Act or this Part. The person must submit a written and dated complaint to:

Secretary of State Index Department

111 E. Monroe Street

Springfield, IL 62756

(Source: Added at 47 Ill. Reg. 8640, effective June 5, 2023)