**Section 245.115 Complaints**

a) Complaints in regard to agencies licensed under the Act and this Part may be submitted either in writing, by telephone or by other electronic means to the IDPH Central Complaint Registry.

b) The Department will conduct an investigation of all complaints received. An appropriate investigation may include but is not limited to record reviews and/or telephone interviews, on-site surveys or a combination of methods.

 (Source: Added at 32 Ill. Reg. 8949, effective June 5, 2008)