**Section 264.1400 Inspections and Investigations**

a) *The Department, whenever it determines necessary, may conduct a special inspection, survey, or evaluation of a birth center to assess compliance with licensure requirements and standards or a plan of correction submitted as a result of deficiencies cited by the Department or an accrediting body* to ensure compliance with the Act and this Part. (Section 55(a) of the Act)

b) Representatives of the Department shall have access to and may reproduce or photocopy any books, records, and other documents maintained by the birth center or the licensee to the extent necessary to carry out the Act and this Part. Failure to provide access to any records requested by the Department or failure to respond to a request for records is a violation of this Part.

c) The Department may investigate an applicant or licensee on its own motion or based upon complaints received by mail, electronic means, telephone, or in person.

1) Complaints regarding birth centers licensed under the Act and this Part may be submitted either in writing, by telephone or by other electronic means to the Department's Central Complaint Registry.

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

d) *Upon the Department’s completion of any special inspection, survey or evaluation, the appropriate Department personnel who conducted the special inspection, survey, or evaluation shall submit a copy of his or her report to the licensee upon exiting the birth center, and shall submit the actual report to the appropriate regional office.*  (Section 55(b) of the Act)