**Section 280.1040 Inspections and Investigations**

a) The Department shall perform licensure inspections, as deemed necessary, to ensure compliance with the Act and this Part.

b) All services and facilities to which this Part applies shall be subject to and shall be deemed to have given consent to all inspections by properly identified personnel of the Department, or by other such properly identified persons as the Department might designate. In addition, representatives of the Department shall have access to and may reproduce or photocopy any books, records and other documents maintained by or for the licensee to the extent necessary to carry out the Act and this Part.

c) *The Department may, upon its own motion, and shall, upon* receiving a *verified complaint in writing of any persons setting forth facts which if proven would constitute grounds for the denial of an application or refusal to renew a license or revocation of a license, investigate the applicant or licensee*. (Section 11(a) of the Act)