**Section 527.900 Complaints and Inspections**

a) Complaints against a facility alleging violations of the Act must be in writing and include the name, address, and telephone number of the complainant. These written complaints shall be submitted to the Illinois Department of Public Health at the following address:

Illinois Department of Public Health

Division of EMS & Highway Safety

500 East Monroe – 8th Floor

Springfield IL 62701

b) The Department or delegated representative will inspect a facility after receipt of a valid complaint. A complaint that does not include the complainant's name, address and telephone number or does not allege a specific violation of the Act will be deemed invalid. If a complaint is invalidated, then no inspection will be conducted and no further response to the complainant will be necessary.

c) The Department or delegated representative also will inspect an entity requesting a formal determination of whether the Act applies to the entity. The determination shall be made in writing by the Director or the Director's designee, shall state the reasons for the determination, and may include the entity's reasons for disagreement, if any. If the entity disagrees with a determination that the Act's requirements apply, and the entity fails to comply with the Act, then the Department shall issue the facility an administrative warning. In the entity's comments to the administrative warning, it also may state the reasons for disagreeing with the Department's determination. Second or subsequent violations of the Act shall be subject to civil monetary penalties.