**Section 935.130 Complaints**

a) Reporting. All complaints against migrant labor camps and establishments that provide housing for less than 10 migrant workers or 4 families containing migrant workers shall be reported to the Illinois Department of Public Health. Complaints shall contain facts to facilitate the investigation. Complaints by telephone will be accepted. Complaints will be required in writing if needed to support legal action against the licensee.

1) If the complaint concerns a serious violation of the Act or this part (i.e. contaminated water, sewage system malfunctions, operating with a license, etc.), it will be investigated by the Department within 24 hours of receipt of the complaint.

2) If the complaint concerns less serious violation (i.e. solid waste, insects, etc.), it will be investigated within ten (10) working days of receipt of the complaint.

b) Posting. The Department shall post in every licensed camp, in a location visible to all occupants, the telephone number and address of its closest Regional Office.

c) Referrals. Whenever the complaint concerns matters outside the jurisdiction of the Department of Public Health, or may concern matters which are within the jurisdiction of another agency, the complaint will be referred to the appropriate agency whenever so doing does not violate complainant confidentiality.

d) Confidential. All complaints received by the Department will be confidential and the Department will not disclose the identity of the complainant without his/her written consent.

e) Notification of Results. Upon the conclusion of the investigation, the complainant will be notified of the results of the investigation and any action taken by the Department.

f) Hearings. All administrative hearings will be conducted in accordance with the Department's Rules of Practice and Procedure in Administrative Hearings (77 Ill. Adm. Code 100).

(Source: Amended at 14 Ill. Reg. 12633, effective July 20, 1990)