**Section 965.210 Complaints**

a) The Department will investigate complaints received regarding the Act and this Part. Complaints shall be in writing to the Illinois Department of Public Health, Office of Health Care Regulation, 525 West Jefferson, 4th Floor, Springfield IL 62761, and shall contain sufficient facts to facilitate the investigation.

b) Upon receipt of a complaint, the Department will acknowledge receipt of the complaint in writing.

c) If the complaint contains allegations that would constitute a prima facie violation of the Act or this Part, an investigation will be conducted. The Department will investigate each complaint as quickly as possible based on available personnel and resources.

d) The Department will use the most efficient and effective methods to investigate each complaint. This may include requirement of the production of documents, review of records, or on-site inspection.