**Section 200.160 Informal Complaints**

An informal complaint may be presented orally or in writing and shall contain a concise statement of the facts involved, the specific relief requested, and the name, address and telephone number of the complaining person and each person against whom complaint is made. Such complaints will not be docketed and will not initiate a formal proceeding. The Commission acting through its staff will investigate and attempt to resolve informal complaints without formal action. The presentation of an informal complaint shall be without prejudice to the right to file a formal complaint. Nothing in this Section shall prohibit the Commission from proceeding on its own motion on the basis of an informal complaint.

(Source: Amended at 10 Ill. Reg. 10481, effective May 30, 1986)